



## DRAFT MEETING MINUTES

*October 16, 2019 / 10:00 AM  
City Hall, Room 408 / San Francisco, CA 94102*

**Present:**

*Chair Jonathan Adler  
Vice Chair Diana Almanza  
Committee Member Gabriela Avalos  
Committee Member Craig Murdock  
Committee Member Joseph Kenan  
Committee Member Nastassia Serina  
Committee Member Scott Walton  
Committee Member Traci Watson*

**Excused:**

*Secretary Stephen Irwin*

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

*The meeting began at 10:14 AM. Member Walton was not present at the beginning of the meeting, but there was quorum.*

*Chair Adler tabled the vote on the Proposed Navigation Center SOC, Shelter Status Reports and Department of Homelessness and Supportive Housing update until the arrival of Member Walton.*

**I. MINUTES** *ACTION*

**A. JUNE AND AUGUST 2019 MINUTES** *Chair Adler 5 min*

*The Committee reviewed the Draft June 2019 and August 2019 minutes.  
Explanatory document - Draft June 2019 and August 2019 Committee Minutes*

**No public comment**

**Proposed Action: Approve June and August Meeting Minutes.**

**M/S/C: Almanza/Murdock/Unanimous**

**June and August Meeting Minutes approved**

**II. NEW BUSINESS** *DISCUSSION/ACTION*

**A. POLICY SUBCOMMITTEE UPDATE**

**Policy Subcommittee Chair Avalos 10 min**

*The Committee heard an update from the Policy Subcommittee, which included information on the reasoning behind the revisions to the Shelter Monitoring Committee flyer and the Standards of Care that the Subcommittee determined were not applicable to the Navigation Center sites.*

*Explanatory document - Proposed Navigation Center SOC, Revised SMC Flyer*

***Proposed Action: Approve Revised SMC Flyer***

**Member Comment:** Member Watson asked if the flyer would be made available in languages other than English and Spanish. Committee Staffer Howard Chen responded that the current plan was to only have the flyer available in English and Spanish as that is the requirement under the Standards of Care.

**No public comment**

**M/S/C: Avalos/Murdock/Unanimous**

***Revised SMC Flyer approved***

***Proposed Action: Approve Proposed Navigation Center SOC***

*Chair Adler tabled this until the arrival of Member Walton.*

**B. CERTIFICATION OF COMMITTEE MEMBER RESIGNATION**

**Chair Adler** 10 min

The Committee reviewed a memo certifying that a Committee member has been deemed resigned from the Committee due to attendance issues.

*Explanatory document – Certification of Committee Member Resignation memo*

**No public comment**

**Member Comment:** Chair Adler requested that the memo be updated with the date of the last response that Committee staff received from the resigned member.

***Proposed Action: Approve Certification of Committee Member Resignation memo with Committee edits***

**M/S/C: Adler/Avalos/Unanimous**

***Certification of Committee Member Resignation memo with Committee edits approved***

**III. REPORTS**

***DISCUSSION/ACTION***

**A. STANDARD OF CARE STAFF REPORT**

**Committee Staff** 10 min

Committee staff reviewed the September 2019 Standard of Care Staff report.

*Explanatory document- September 2019 SOC Staff Report*

*Member Walton arrived at the meeting.*

**Member Comment:** Member Watson stated that she had concerns about the staff being hired at the shelters and the types of trainings that they are receiving.

**Member Comment:** Member Kenan stated that he was concerned with the number of complaints that haven't received responses and requested that staff update the Committee on the status of those complaints in future meetings.

**Member Comment:** Member Almanza asked if Committee staff to check in and see if seven days was enough time for the programs to respond to a complaint.

**Member Comment:** Member Walton stated that the report is for the month of September and that some complaints came in at the end of the month, so it would be helpful if the report could make a note of which complaints were past the deadline. He also stated that HSH will follow-up when they receive reports of late responses.

**No public comment**

**II. NEW BUSINESS** *DISCUSSION/ACTION*  
**A. POLICY SUBCOMMITTEE UPDATE**

The Committee returned to the tabled discussion of the Navigation Center Standards of Care.

*Explanatory document - Proposed Navigation Center SOC*

**Member Comment:** Member Walton stated that the following Standards of Care were not applicable to the Navigation Center program model for the following reasons:

- Standard 13: The Navigation Centers do not have set “Lights On/Off” or curfew hours, there is no pre-set time when clients are supposed to be sleeping.
- Standard 19: The Navigation Center programs allow couples to move their beds next to each other, which would not comply with this Standards that requires at least 22 inches of spaces in between clients.
- Standard 29: There is no reservation system for the Navigation Centers, there are only time limited 30-day stays.
- Standard 32: Although Navigation Centers were designed to have as many spaces available for sleeping as possible, but they were also designed to have more community and open air spaces to make the facility more attractive to individuals who had previously turned down services at other programs.

Member Walton also stated that compliance with Standard 9 would be challenging as meals are provided by Meals on Wheels and not prepared on site at the Navigation Centers. He stated that he didn’t believe Standard 9 should be removed, just an issue to keep in mind as the Committee began monitoring of the Navigation Centers. He also stated that approval of these Standards of Care was a necessary step to move the Committee towards monitoring the Navigation Centers through complaints and site visits.

**Member Comment:** Member Kenan stated that he had concerns that there are residents of the shelters who are active in their addictions living next to people who are trying to get out of the system and back on their feet. He stated that people do not pay enough attention to that in the shelters and that he wished more support could be given to people trying to get back on their feet.

**Public Comment:** Charles Pitts stated that he has seen complaints from Navigation Centers clients about complete strangers being placed in beds that are inches from each other and individuals who have a fear of animals being placed next to clients who have pets. He stated that there should be some talk between the providers and the Committee about what is happening at the Navigation Centers. He also stated that there are diseases prevalent among certain populations that can be easily transmitted by people being too close to each other. He also stated that there should be some sort of “Light’s Out” hours so staff can’t just leave the lights on 24 hours a day. He stated that he had also heard reports that cameras were being placed in sleeping areas in the Navigation Centers.

**Public Comment:** Debra Jones stated her support for the separation of clients dealing with addiction and mental health issues from the clients trying to get back on their feet. She stated that she was attacked three times while she was staying at the Next Door shelter, all by individuals who were dealing with addiction. She stated that although the site had new management come in, the issue was still a problem.

**Proposed Action: Approve Navigation Center Standards of Care**  
**M/S: Serina/Avalos**

**Vote:**

- Chair Jonathan Adler - Yes
- Vice Chair Diana Almanza - Yes
- Committee Member Gabriela Avalos - Yes
- Committee Member Craig Murdock - Yes
- Committee Member Joseph Kenan - No
- Committee Member Nastassia Serina - Yes
- Committee Member Scott Walton -Yes
- Committee Member Traci Watson – Yes

**Motion approved by a vote of 7-1.**

**Member Comment:** Member Kenan stated that he found Mr. Pitt’s comments to be very persuasive and that he was only opposed on the basis of not monitoring how close the beds were to each other.

**III. REPORTS**

**DISCUSSION/ACTION**

**B. SHELTER STATUS REPORTS**

**Member Walton (HSH) 10 min**

The Committee reviewed the Department of Homelessness and Supportive Housing’s (HSH) Shelter Vacancy Reports.

*Explanatory documents- September 2019 Shelter Occupancy Report, September 2019 Bethel AME Count, September 2019 Family Shelter Occupancy Count*

**Member Comment:** Member Walton stated that there were unusual vacancy rates across the system on September 1<sup>st</sup> and that it may have been due to CHANGES maintenance.

**Member Comment:** Member Kenan stated that there is an issue of clients not showing up to use their reserved beds, which results in them being unused for the night.

**Member Comment:** Member Walton stated that if a client does not show up to use their reserved bed for the night, no new reservation will be made but that bed will be available for a 1-night bed placement. He also stated that there was no guarantee for clients about which shelter their 1-night bed may be located, but that system makes approximately 120 1-night bed placements a day.

**Member Comment:** Member Kenan asked how many individuals who wanted a reservation were turned away on a nightly basis.

**Member Comment:** Member Walton stated that the system does not have the ability to make a report with the number of individuals who did not receive a reservation on a nightly basis.

**Member Comment:** Chair Adler asked if Member Walton could speak on why the Providence shelter had an average vacancy rate of 20%.

**Member Comment:** Member Walton stated that the site was full for reservations but that there were some issues. He stated that some clients might miss the shuttle to the shelter provided by the City and that the shelter had hours that opened late at night and closed early in the morning. He stated that when a replacement site is located, he would like to see if it could be a 24-hour location.

**Member Comment:** Member Watson asked if more information about the shuttle system was available.

**Member Comment:** Member Walton stated that the shuttle schedule was available on the HSH website.

**B. DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING**

**Member Walton (HSH) 10 min**

The Committee received an update from the Department of Homelessness and Supportive Housing, which included information on plans for the Waterfront Navigation Center launching in December/January, the search for a replacement site for the Providence shelter and a site for a Transitional Aged Youth (TAY) Navigation Center.

**Member Comment:** Member Watson asked if the Providence gym sleeping area was still only for male clients. Member Walton responded that the gym was



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