



City and County of San Francisco
Shelter Monitoring Committee

POLICY SUBCOMMITTEE MEETING MINUTES
 [DRAFT]
 SHELTER MONITORING COMMITTEE
 MAY 11, 2022, 3:00 PM – 4:15 PM (VIA WEBEX)

Present:

Subcommittee Chair Gabriela Avalos
Subcommittee Member Traci Watson
Subcommittee Member Lisa Rachowicz

Absent:

Subcommittee Member Cris Plunkett

CALL TO ORDER/ROLL CALL/AGENDA ADJUSTMENTS 3 min
Meeting began at 3:10 PM. There was only a quorum for part of the meeting.

- I. MINUTES** *ACTION*
- A. April 13, 2022 Minutes** **Subcommittee Chair Avalos** 5 min
 The Subcommittee reviewed the draft April 2022 Minutes.
Explanatory document- April 2022 Draft Minutes
Public Comment: None
Proposed Action: Approve April 2021 Draft Minutes
M/S/C: Avalos/Rachowicz/Unanimous
April Draft Minutes approved

II. OLD BUSINESS *DISCUSSION/ACTION*

- A. TRAINING FOR SHELTER STAFF** **Member Watson** 15 min
 The Subcommittee discussed ways to improve professionalism, focusing mainly on training. It could be basic stuff, e.g., being able to answer guests’ questions. Complaints are often related to this and to rudeness. COVID precautions. HSH is monitoring to ensure compliance with contractual training requirements, e.g., de-escalation and SOC.
Member comment: The staff questionnaire completed during site inspections might yield better feedback if the staff person is chosen at random, i.e., not by shelter management. Chair Avalos pointed out that the training manual should be updated, e.g., to take COVID into account. The provider of training makes a difference. Member Rachowicz says the manual was an effort to standardize training. HSH is building capacity and plans to offer more training in the future. Grantees shall provide training on de-escalation and safety, engagement, professionalism, ethics, harm reduction, trauma-informed care, cultural competency, health, overdose prevention and response, respect for others, mental health and substance abuse issues, and training required per SOC #31 (disease prevention, food handling, ADA, emergency procedures, job burnout, etc.).
Public comment: Belinda D. shared that some staff evince a lack of empathy and rudeness. Kaleese S. expressed her view that training focused on empathy should be a priority. Megan P. states that the city should provide and standardize so that guests are not treated differently based on where they stay. Checking off a box is not necessarily enough. Angie D. asked about trauma-informed care: who provides the training?

B. NAVIGATION CENTERS **Subcommittee Chair Avalos** 20 min

The Subcommittee discussed Navigation Centers. Prior to COVID, Members toured one or two Navigation Centers. While we await the appointment of four prospective applicants, the Subcommittee recommends Members undertake to participate in pilot inspections (i.e., one announced and one unannounced) at Navigation Centers. HSH is positive about having Navigation Centers monitored by the SMC.

Member/Public comment: Lisa Rachowicz suggest that if capacity is an issue, the SMC could at least take complaints from Navigation Centers. It is helpful to have an outside party other than HSH for clients to complain to. The SOC discussion needs to be resolved. The question is still ongoing, at least vis-à-vis food and spacing between beds. She will see if there are other adjustments to the SOCs that are needed in addition to this and nutrition. Chair Avalos pointed out that earlier field trips (tours) are valuable; doing these (pre-COVID) led to recognition that some SOCs did not apply cleanly to the Navigation Centers. Staff (Angie) will send inspection forms to the Members, so they can assess whether the SOCs are a roadblock. The forms are customized to apply the standards to each individual shelter.

Proposed Action: *Absent a quorum, this item was tabled.*

III. NEW BUSINESS **DISCUSSION/ACTION**

A. REPEAT COMPLAINTS/INFRACTIONS **Subcommittee** 10 min

Prior to the pandemic, the Subcommittee discussed procedures for addressing issues that repeatedly come up in client complaints or during site visits. Staff notify the Committee and HSH of any re-occurring infractions, but it is not a formal policy. This can lead to ideas for needed changes to SOCs

Explanatory document- Site Visit and Client Complaint flowcharts

Public Comment: None.

Proposed Action: *Absent a quorum, this item was tabled.*

B. AGENDA SETTING FOR FUTURE MEETINGS **DISCUSSION**

MEMBERS 10 min

Members may suggest items for future action or discussion, including goals and objectives for the 2022-2023 fiscal year.

Comments: Member Rachowicz suggested continuing with Navigation Center discussions. For example, facilities are designed differently and could be seen as not maximizing the space. The Chair asked Member Rachowicz to be prepared to discuss next steps (including SOC customization) in subsequent meetings.

IV. PUBLIC COMMENT 5 min

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Public comment: None

V. ADJOURNMENT
Proposed Action: Approve adjournment
M/S/C: Avalos/Rachowicz/Unanimous

Meeting adjourned at 4:18 PM

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Action Item	Assigned To
Share draft inspections forms for Navigation Centers.	Staff (Angie David)
Share details of training required by HSH.	Member Rachowicz