



City and County of San Francisco
Shelter Monitoring Committee

POLICY SUBCOMMITTEE MEETING MINUTES
 SHELTER MONITORING COMMITTEE
 SEPTEMBER 13, 2023, 3:00 PM – 4:15 PM (VIA WEBEX)

Present:

Subcommittee Chair Kaleese Street
Subcommittee Member Britt Creech

Subcommittee Member Belinda Dobbs

Excused:

CALL TO ORDER/ROLL CALL/AGENDA ADJUSTMENTS 5 min
Meeting began at 3:07 PM, with a quorum.

- I. MINUTES** *ACTION*
- A. August 2023 Minutes** **Subcommittee Chair** 5 min
 The Subcommittee reviewed the draft of last month’s Minutes.
Explanatory document- Draft Minutes
Public Comment: None
Proposed Action: Approve Draft Minutes
M/S/C: Creech/Dobbs/unanimous - Minutes approved

- II. OLD BUSINESS** *DISCUSSION/ACTION*
- A. TRAINING RECORDS REQUEST TO HSH** **Subcommittee Chair** 15 min
 The Subcommittee discussed requesting information from HSH about training.
Explanatory documents – Draft memo to HSH
Member Comment: Chair Street wanted to make sure the data would be by site. It will be helpful to see whether there are gaps and also best practices, e.g., how harm reduction is handled. Member Creech expressed the concern that shelters have a great deal of discretion, and unfortunately some training is largely performative rather than substantive. It takes a special kind of motivation to serve the underhoused well. There are many training challenges, even, lately, fraternization with clients. Wealthy CBOs are better prepared and able to train their staff.
Public Comment: Azeen expressed the view that sites need to have intake and exit coordinators. Resources need to be directed to the most needy. CBOs may not have resources and then HSH needs to step up.
Proposed Action: Reach out to HSH or ask the full Committee to consider the draft memo
M/S/C: Street/Creech/unanimous – Memo to be fwd’d to Committee if HSH doesn’t respond

- III. NEW BUSINESS** *DISCUSSION/ACTION*
- A. EDITS TO BYLAWS** **HSH, SMC Staff** 10 min
 The subcommittee looked at the proposed Bylaw revisions.
Explanatory documents – Bylaw and Administrative Code draft
Proposed Action: Make a Recommendation to the full Committee.
M/S/C: Creech/Street/unanimous

IV. PUBLIC COMMENT

3 min

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Public Comment: Azeen says well-intentioned staff are frustrated that grievances “disappear.” They may be unaware of the SMC as an avenue clients can follow, to empower them. Azeen also wonders if all shelters have security staff and is concerned that safety liaisons (acting security staff) are often not trained. Often, “ambassadors” double as security staff. It is important to have staff who are authorized to “put hands on” any “troublemaker” i.e., one who will otherwise be a danger to themselves or others. Certification is important. “Guard cards” are not hard to obtain, i.e., the amount of training for certification is not a lot. “Food handler Cards” are also worth getting. Staff need to know how to store, heat, and distribute food.

V. ADJOURNMENT

Proposed Action: *Approve adjournment*

M/S/C: *Street /Dobbs/ unanimous - Meeting adjourned at 4:05 PM*

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City Hall, Room 244
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Phone 415.554.7724
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Action Item	Assigned To
Post info from HSH on training and transfers	Staff