



City and County of San Francisco  
SHELTER MONITORING COMMITTEE

MEETING MINUTES [DRAFT]

Wednesday, May 15, 2024 | 10:00 AM  
Room 408, City Hall

**Present:** Chair Diana Almanza\*  
Vice Chair Britt Creech  
Secretary Angie David  
Committee Member Steven Clark\*  
Committee Member Justice  
Committee Member C-J Ross\*

Committee Member Charles Deffarges  
Committee Member Kaleese Street  
**Absent:** Committee Member Muasau  
Committee Member Traci Watson  
Committee Member Belinda Dobbs

\* Present for part of the meeting.

All SMC meetings are public. Homeless and formerly homeless San Franciscans are encouraged to attend.  
**PUBLIC COMMENTS WILL BE TAKEN AFTER DISCUSSIONS & BEFORE VOTES/ACTIONS**

I. A. CALL TO ORDER/LAND ACKNOWLEDGEMENT/AGENDA ADJUSTMENTS 7 min  
Meeting began at 10:02 AM. There was a *no quorum*.

B. MINUTES DISCUSSION/ ACTION  
APRIL MINUTES CHAIR ALMANZA 8 min  
Members reviewed the minutes from last month.  
**Proposed action:** Approve minutes  
**Public Comment:** None  
**M/S/C:** Tabled

II. OLD BUSINESS/REPORTS DISCUSSION/ ACTION

A. MEALS AND NUTRITION DISCUSSION REGISTERED DIETICIANS 15 min

Registered Dietitians Kim Jower and Kathleen DaSilva report that new sites have been added to the contract. They cover 19 sites. Training is being done to ensure that staff know how to handle and prepare food. They look at equipment and at site records/logs to make sure heating is correctly done. They work very closely with Meal on Wheels (MOW), which supplies food to many sites. The rules require two meals. The mix is different for children. There is a difference between onsite preparation and heating of frozen meals. SMC can help by noting if they observe meals sitting out. SMC staff need to share all complaints involving SOC 9 and 10. SOC 31 is sometimes relevant, too, if training is the issue.

**Member comment:** Angie David encouraged the RDs to reach out if SMC can assist them. Member Creech pointed out that food supplied by contract can be augmented from food banks and explained that food is more than just nutrition. Staff do well to “uplift” it. This can make a big difference to clients. Member Ross asked if the complaint process works. SMC should share survey results with the RDs.

**Public comment:** Patrick Buckalew stated that the new MOW contract starts July 1. They are expanding beyond Navigation Centers. They will also be providing more freshly heated food.

B. VIDEO RECORDING AT SHELTERS

DISCUSSION

STAFF

7 min

Members stated this is an important topic. They discussed the notion of making shelters' responsibilities for video monitoring explicit in their contracts.

**Member Comment:** HMBV has no video system because their operation is in a public school. Member Ross suggested response time standards.

**Public Comment:** Angel Wolf pointed out that depending on the site, the video system may be under the control of the property owner, not the shelter operator. At The Monarch, the owner only retains video for two weeks.

C. MEMBERSHIP AND MEMBER TRAINING

DISCUSSION

CHAIR ALMANZA

10 min

No bites so far for Seat 1. Member requirements (like SOCs) can be changed. We are waiting for one change to Seat 1 requirements. At the same time, lived experience would be ideal. It was noted that there is some training that Members should avail themselves of, e.g., ADA.

**Member Comment:** Angie David encouraged everyone to reach out to their contacts. The question as to whether the Member must speak English came up and Bridget Badasow confirmed that translation services can be accessed to allow participation by someone whose primary language is not English.

**Public Comment:** None

III. NEW BUSINESS/REPORTS

A. POLICY SUBCOMMITTEE REPORT

DISCUSSION/ACTION

SUBCOMMITTEE CHAIR

10 min

The subcommittee continued discussing training of shelter personnel, internal grievances vs. SMC complaints, Reasonable Accommodations, and shelter nutrition. Some ideas (below) were approved for consideration by the full Committee.

**Public Comment:** None.

**Proposed action:** (1) Shall the Committee ask HSH/shelters to give SMC flyers to clients at onboarding? (2) Shall SMC establish a Training Subcommittee?

**M/S/C:** Tabled

B. DEPT OF HOMELESSNESS AND SUPPORTIVE HOUSING

HSH

10 min

HSH Manager Patrick Buckalew reported that HOT is filling the Gough Cabins. MSC-South renovations are set for August. This took a good deal of work by PM Cathy Perdue, et al. The kitchen will be temporarily shut down and capacity will be impacted. Neither MSC-South nor Next Door are taking referrals from the usual sources; CAPP and 3-1-1 fill their available beds. 3-1-1 is working on improving the speed at which they do this. Taimon Booten, at 69% of its theoretical capacity, is fully staffed but awaiting partitions.

**Member Comment:** Charles Deffarges wondered how Proposition F (the proposal to make benefits dependent on the outcome of drug screening) will affect referrals.

**Public Comment:** None.

C. STAFF REPORT

DISCUSSION

STAFF

15 min

Staff provided a review of inspections and complaints in April. There were nine complaints filed through SMC, and six different SOCs allegedly violated, some several times. MSC-South did not respond timely to one of the five complaints they received.

**Public Comment:** Sal Barr apologized for the delay, which arose in connection with management vacations.

IV. GENERAL PUBLIC COMMENT

DISCUSSION

8 min

Members of the public may address the Committee on items of interest to the public that are within the subject matter jurisdiction of the Committee.

**Public comment:** Social Worker Maria C. (calling in) and advocated for three meals a day. If the budget is underspent by 30%, this could be feasible. Additionally, she has the impression that laundry is not free to guests at all sites, as it should be in accord with SOC #12.

ADJOURNMENT

M/S/C: Street/Deffarges/Unanimous

Meeting adjourned at 11:33AM

Action Item	Assigned To
Update inspection forms to remind Members to look at all training, not just de-escalation and cultural competency.	Staff
Update flyers to color, to make them stand out from among other postings.	Staff
Add auditability of contract requirements to the subcommittee meeting agenda.	Staff
Work on the design of a “marketing” postcard. (Members send suggestions!)	C-J

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Phone 415-554-7724 | Fax 415-554-7854 | E-mail [sotf@sfgov.org](mailto:sotf@sfgov.org)

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