



City and County of San Francisco

Shelter Monitoring Committee

POLICY SUBCOMMITTEE MEETING MINUTES

SHELTER MONITORING COMMITTEE

MAY 8, 2024, 3:00 PM – 4:15 PM

[DRAFT]

Present: *Committee Member Justice
Subcommittee Chair Kaleese Street
Subcommittee Member Britt Creech
Committee Member Justice*

*Subcommittee Chair Belinda Dobbs
Committee Member Charles Deffarges
Committee Member C-J Ross
Committee Member Angie David*

CALL TO ORDER/ROLL CALL/AGENDA ADJUSTMENTS

5 min

Meeting began at 3:06PM, with a quorum.

I. MINUTES

ACTION

A. April 2024 Minutes

Subcommittee Chair

15 min

The Subcommittee reviewed the draft of last month’s Minutes. There was a good deal of discussion about training, which was covered last month.

Explanatory document - Draft Minutes

Member Comment: Belinda Dobbs pointed out that the situation with the video at Bayview illustrates the need for training. Member David concurred: staff should never put hands on clients. Member Deffarges pointed out SMC is trying to ensure videos are available as needed.

Proposed Action: *Approve Draft Minutes*

M/S/C: *Dobbs/Creech/unanimous - Minutes approved*

II. OLD BUSINESS

DISCUSSION/ACTION

A. GRIEVANCES VS. SMC COMPLAINTS

SMC Staff

10 min

The subcommittee continued its discussion of how to prevent internal complaints from being taken lightly. It has not been agreed whether the existing split is the best approach. [SMC would need to get buy-in from an array of stakeholders before approaching HOC with any proposal to merge these processes.] One idea is to have boxes that SMC would pick complaints up from.

Member Comment: Member David pointed out that scheduling this would present challenges. Chair Street suggested keeping the processes separate but “streamlining” them.

Public Comment: None

Proposed Action: *Ask full Committee to approve asking shelters to hand out SMC forms/flyers at onboarding.*

M/S/C: *Dobbs/Street/unanimous*

B. TRAINING FOR SHELTER STAFF

Chair Street

15 min

Regarding how SMC might be able to improve training for shelter staff, Chair Street held up a copy of the 2004 manual. Some key training is taught only months after an employee starts. We do not even know if the shelter follows the schedule laid out in the manual. We should ask about this. Training requirements should be prioritized and more on the checklists used during inspections. Staff really need to understand [the entire manual] in order to feel confident. The manual needs to be revamped and [the material contained therein] re-ordered. Member David

proposed we work with HSH on this. Member Creech said other, outside eyes need to review, too. Also, people need correct harm reduction training. Improper techniques are often used. And trans competency is missing. Member Dobbs training should be uniform across sites and agencies. Providers should not be on the hook for so much. Two weeks of onboarding might make sense. Member David pointed out that due to budget issues training may get short shrift. Chair Street would like SMC to do more training.

III. NEW BUSINESS

DISCUSSION

A. REASONABLE ACCOMMODATION

Chair Street 5 min

Some Members may be unavailable for reasons that are not in their ability to control. Staff will see if a RA can be given for this reason.

B. POSTCARDS AND SMC FLYERS

Chair Street 5 min

This item was tabled to allow Members Justice and C-J to work on the design. Members suggested we use "happy colors" (but not "HSH green"). Marion will send materials to Justice.

C. MEALS AND NUTRITION

Chair Street 5 min

Shelters may need more trained staff. Member Dobbs stated she saw food sitting out at a recent shelter visit. It should go right from the freezer to the microwave.

IV. PUBLIC COMMENT

10 min

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

Member Comment: Charles Deffarges suggests we add "Bylaw review/edits" to next subcommittee meeting agenda. It would also be helpful if the site visit scheduling process could be streamlined.

Public Comment: None

V. ADJOURNMENT

Proposed Action: *Approve adjournment*

M/S/C: *Steet/Creech/unanimous - Meeting adjourned at 4:16 PM*

To obtain copies of the agenda, minutes, or any explanatory documents, please see <https://sf.gov/public-body/shelter-monitoring-committee>, or contact staff at 628-652-8080 or shelter.monitoring@sfgov.org, 72 hours before the meeting.

To obtain a disability-related modification or accommodation, including auxiliary aids or services to participate in the meeting, please contact staff at 628-652-8080 or shelter.monitoring@sfgov.org at least two business days before the meeting.

The nearest BART station is Civic Center Plaza at the intersection of Market, Grove, and Hyde Streets. The MUNI Metro lines are the K, M, N, and S (Civic Center Station or Van Ness Avenue Station). MUNI bus lines serving the area are the 5 (Fulton), 19 (Polk), 21 (Hayes), and 49 (Van Ness-Mission). See <https://www.sfmta.com/maps/muni-service-map>.

The ringing of and use of cell phones, pagers, and similar sound producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager or other similar sound-producing electronic devices.

In order to assist the City's efforts to accommodate persons with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees maybe sensitive to various chemical based scented projects. Please help the City to accommodate these individuals.

Know Your Rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code)

Government's duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. **FOR MORE INFORMATION ON YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE, OR TO REPORT A VIOLATION OF THE ORDINANCE, CONTACT THE SUNSHINE ORDINANCE TASK FORCE THROUGH:**

Administrator
Sunshine Ordinance Task Force
City Hall, Room 244
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689
Phone 415.554.7724
Fax 415.554.7854
E-mail sotf@sfgov.org

Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library, and on the City's website at www.sfgov.org.

Lobbyist Registration and Reporting Requirements

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code § 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102; telephone (415) 581-2300; fax (415) 581-2317; web site: sfgov.org/ethics.

Action Item	Assigned To
Ask DHR if RA to attend remote meetings Ok for non-medical reasons.	Staff
Ask HSH if they are updating the 2004 Training Manual.	Staff
Ask HSH what records shelters keep of complaints made "internally" by clients.	Staff
Rework the draft complaint procedure and workflow.	Member Ross