



City and County of San Francisco
SHELTER MONITORING COMMITTEE

MEETING MINUTES [DRAFT]

Wednesday, **June 21, 2024** | 10:00 AM
Room 408, City Hall

Present: Chair Diana Almanza
Vice Chair Britt Creech
Secretary Angie David
Committee Member Justice
Committee Member C-J Ross
Committee Member Kaleese Street

Excused: Committee Member Deffarges
Committee Member Belinda Dobbs*
Absent: Committee Member Muasau
Committee Member Traci Watson
Committee Member Steven Clark

* 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 10:05 AM. There was a *no quorum*.

B. MINUTES *DISCUSSION/ ACTION*
CHAIR ALMANZA 8 min
Members reviewed the minutes from last month(s). No corrections suggested.
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

Shelters preparing meals should use a menu format that includes the minimum portions. The registered dietitian is following up with shelters that have been added to the contract. All shelters and navigation centers that will be receiving *Meals-on-Wheels SF* meals will have a new weekly menu posted that includes minimum portions (as of July 1). Moving forward, SMC members should be able to see if the menu is posted and if the current meal matches this. The registered dietitian is doing quarterly site visits to ensure menu and portion compliance, so Members do not have to question specific portions. SMC should let the RD know if the menu is not posted or if meals served are not what is listed, so that she can provide technical support to the provider. The RD suggests we add “today's breakfast” to the site visit checklist.

Member comment: C-J Ross asked if clients can see the nutritional value on the meals. RD Kimberly Jower believes that only new meals will show the nutritional values.

Public comment: Patrick Buckalew believes there will be labels with this information.

B. GRIEVANCES AND SMC COMPLAINTS *DISCUSSION*
CHAIR ALMANZA 4 min

Members continued discussing continued discussing approaches to ensure shelters process internal grievances appropriately and guests know these can be escalated to the SMC as a complaint if they are not satisfied with the response of the shelter. Colored flyers posted close to the shelter's internal grievance/suggestion box should help.

Public Comment: none

C. MEMBERSHIP AND MEMBER TRAINING

DISCUSSION

CHAIR ALMANZA

10 min

Members are trying but have not been able to recruit to fill Seat 1, though Member Ross reported she may have a potential candidate/applicant. Staff have asked the city attorney's office to attend next month's meeting to provide confidentiality and other training to members. Newer Members need to make time to finish their on boarding/training.

Public Comment: Staffer McFarlin has a potential candidate (okay under new requirements).

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.

Member Comment: Chair Almanza would like to invite shelters to come to our meeting to comment why and provide insight into whether they think the ideas proposed would be workable. Member Ross would like to continue discussing her draft procedure.

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. FREE LAUNDRY AT SHELTERS

DISCUSSION

CHAIR ALMANZA

10 min

Standard of care 28 says "provide clients with access to free laundry services with hot water and drier that reaches a temperature between 120 and 130°F, on or off site members were asked to inquire during their site visits as to whether this is being done and whether it was done on site or off, and, if off, where clients could go for this.

Member Comment: Chair Almanza instructed Members to notify staff if the shelter's response is either not given or negative. She again said it would be helpful to have a shelter come to discuss the issues related to this from their perspective. Member Ross points out that some shelters may impose time and slash or weight limits that make it difficult for clients in practice. They may offer "emergency service," but this would probably not be something people can rely on. Sadly, many clients have their clothing lost at some point. Member Street said that in her experience it is hard to arrange for a local laundromat to handle the laundry of the unhoused. Member David stated that reimbursement to guests for laundry expenditures is an acceptable approach.

C. DEPT OF HOMELESSNESS AND SUPPORTIVE HOUSING

HSH

10 min

HSH Manager Patrick Buckalew reported that Taimon Booten, at 69% of its theoretical capacity should have it's beds rearranged and ready to be fully occupied by July 1. There has been an uptick in COVID. The Adante COVID beds are seeing more demand.

Member Comment: Angie David asked if Shelter Health is still offering vaccines to guests.

Public Comment: None.

D. STAFF REPORT

DISCUSSION

STAFF

15 min

Staff provided a review of inspections and complaints in May. There were 13 complaints filed through SMC, and 15 different SOC's allegedly violated. SOC #1 was alleged to have been violated 23 times. No responses were late. Staff made a report to the Homelessness Oversight Commission. HOC asked that we share any trends that we are noticing.

Member Comment: Several Members expressed concern at the number of violations of SOC 1. Also, shelter responses to the effect that “staff did not witness the event” are inadequate. [It should be noted that some complaints require investigation, e.g., to talk to witnesses, including other clients, to attempt to corroborate the complainant’s version of events. Shelter rules prevent them from simply accepting one person’s side of the story over another’s, but this does not mean they cannot take additional steps to understand, mitigate and resolve conflicts, and ensure the safety of their guests.]

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.

Member Comment: Kaleese Street would like more details of how more serious complaints turned out. Member Ross thinks the number of complaints, especially pertaining to safety issues, points to serious problems and a “culture of bullying” at many shelters. Maybe the Committee needs a “children’s complaint liaison.” In her lived experience, she has been called a liar and experienced many other violations. It can be psychologically damaging to guests. Shelters need to be held accountable and incentivized to do more SOC training. Member Dobbs said she would be happy to be more involved as needed. She also has experienced being in a position where she was afraid of shelter staff. Chair Almanza reminded Members to use the Subcommittee process to initiate changes to SMC practices. We should not jump to conclusions.

Public Comment: Patrick Buckalew said that the response is more robust than the summaries in the staff report may imply. SMC Staffers suggested involving Members in investigations, e.g., to assist with surveys of guests to assess subjective complaints.

ADJOURNMENT

Meeting adjourned at 11:29AM

Action Item	Assigned To
Recruit shelter(s) to make presentations (to the Committee or subcommittee)	Staff
Update inspection forms to remind Members to look at all training, not just de-escalation and cultural competency.	Staff
Print flyers in color, to make them stand out from among other postings.	Staff
Add auditability of contract requirements to the subcommittee meeting agenda.	Staff
Ask HSH for: (1) the status of the update to the 2004 Shelter Manual, (2) video retention schedule, and (3) why some shelters do not offer laundry services.	Staff
Members who are available to help with investigations will notify staff.	Members

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