



City and County of San Francisco
SHELTER MONITORING COMMITTEE

MEETING MINUTES [DRAFT]

Wednesday, July 17, 2024 | 10:00 AM
Room 408, City Hall

Present: Vice Chair Britt Creech
Committee Member Muasau
Secretary Angie David
Committee Member Traci Watson

Absent: Chair Diana Almanza
Committee Member C-J Ross Committee
Member Kaleese Street
Committee Member Justice

Excused: Committee Member Deffarges
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 10:03 AM. There was a *no quorum*.

B. MINUTES DISCUSSION/ ACTION
VICE CHAIR CREECH 5 min
No corrections suggested.
M/S/C: Tabled due to lack of quorum

II. OLD BUSINESS/REPORTS DISCUSSION/ ACTION

A. MEALS AND NUTRITION DISCUSSION
VICE CHAIR CREECH 5 min

Shelters who are preparing meals should use a menu with minimum portions. The RD is following up with shelters that have been added to the contract. All shelters and navigation centers receiving MOWSF meals now post a new weekly menu that includes minimum portions. Members should see if meals match what is posted. The RD is doing site visits to ensure 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 providers.

Member comment: Angie David wondered if there is any special allowance made for seniors.
Public comment: None.

B. GRIEVANCES AND SMC COMPLAINTS DISCUSSION
VICE CHAIR CREECH 10 min

The Policy Subcommittee wants the full Committee to consider the idea proposed by Member Ross that, to ensure shelters process internal grievances appropriately and that guests know these can be escalated to the SMC as a complaint if they are not satisfied with the response of the shelter, we ask shelters to set up physical SMC complaint boxes. Member David pointed out that not all our clients have smart phones. Equity is a concern. She also wondered where

finding for the drop boxes would come from. Member Muasau wondered how retrieval of the complaints would be accomplished. This item was tabled due to lack of quorum.

Public Comment: Patrick Buckalew opined that the complaint boxes would need to have locks. Standardization would be a good idea. There are funds, and the boxes might not cost too much.

- C. MEMBERSHIP AND MEMBER TRAINING DISCUSSION
VICE CHAIR CREECH 10 min
Members continue their efforts to find candidates for Seat 1. Seat 5 will now need to be filled, as well.
Public Comment: None

III. NEW BUSINESS/REPORTS

- A. POLICY SUBCOMMITTEE REPORT DISCUSSION/ACTION
SUBCOMMITTEE MEMBERS 10 min
There were two items the Subcommittee in May agreed to place before the full Committee:
(1) Shall the Committee ask HSH/shelters to give SMC flyers to clients at onboarding?
(2) Shall SMC establish a Training Subcommittee?
Public Comment: None.
M/S/C: This item was again tabled due to lack of quorum.

- B. TOGETHER-SF BALLOT MEASURE DISCUSSION
VICE CHAIR CREECH 10 min
It was brought to the Committee's attention that a ballot measure called the "Cut the Dysfunctional Bureaucracy Initiative" is being proposed. This would reduce the number of commissions, boards and committees from 130 to 65. A recent Grand Jury report did not call for eliminating HOC or SMC. See <https://www.kqed.org/news/11992466/san-francisco-sees-competing-proposals-to-reform-byzantine-city-commissions>
Public Comment: None.

- C. DEPT OF HOMELESSNESS AND SUPPORTIVE HOUSING HSH 10 min
Patrick Buckalew of HSH reported that some beds at MSC-South are being made available for HOT and HSOC. Also, they will soon begin renovations. This will reduce the number of beds temporarily. No one will lose a spot, however. A few beds remain available at Taimon Booten. Email SF Community Health Center. Clients can request a transfer from their existing facility to Taimon Booten.
Public Comment: None.

- D. STAFF REPORT DISCUSSION
STAFF 15 min
Staff provided a review of inspections and complaints in June. There were 7 complaints filed through SMC, and 6 different SOC's allegedly violated. SOC #1 was alleged to have been violated 14 times. No responses were late.
Public Comment: Angel Wolf asked whether SMC differentiates between unique complainants and repeat complainants. Staff agreed this would be worth doing.

- 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: Vice Chair Creech wanted to make it clear that SMC is not here to be punitive. It is our desire to be a partner in achieving fairness for clients. We have a realistic [balanced] outlook. Most shelters do a great job. Staffer Mation McFarlin pointed out that many complaints are resolved informally.

Public Comment: Rory Gambrell asked for follow up to his old complaints, stating he was injured by staff. He claimed they attempted to murder him three times. A city employee caused him to have a concussion. He would like further action from SMC and a public hearing. Now he is housed in a building that is infected with mold. [One or two people present attempted to provide Mr. Gambrell with information he could use to pursue his concerns about his SRO.]

ADJOURNMENT

Meeting adjourned at 11:20 AM

Action Item	Assigned To
Recruit shelter(s) to make presentations (to the Committee or subcommittee)	Staff
Look at putting QR codes in existing SMC flyers to take clients to the online complaint, SOC list, and monthly meeting pages.	Staff
Begin noting how many unique complainants are included in compliant counts, so that if one individual skews the statistics this will be noted.	Staff
Add auditability of contract requirements to the subcommittee meeting agenda.	Staff
Members who are available to help with investigations will notify staff.	Members

To obtain copies of the agenda, minutes, or other documents, please contact staff at shelter.monitoring@sfgov.org or (628) 652-8080.