



City and County of San Francisco
Shelter Monitoring Committee

POLICY SUBCOMMITTEE MEETING MINUTES
 SHELTER MONITORING COMMITTEE
 JULY 10, 2024, 3:00 PM – 4:15 PM
 [DRAFT]

Present:

Subcommittee Member Britt Creech
Subcommittee member Belinda Dobbs

Subcommittee Chair Kaleese Street

CALL TO ORDER/ROLL CALL/AGENDA ADJUSTMENTS *5 min*
Meeting began at 3:15PM, with a quorum.

I. MINUTES *ACTION*
A. May 2024 Minutes **Subcommittee Members** *15 min*
 The Subcommittee reviewed the draft of May’s Minutes. There was no quorum (and no minutes) in June.

Explanatory document - Draft Minutes

Public Comment: SMC has been discussing grievances for several months, and Azeen ZiaEbrahim expressed frustration that little to no action has resulted. Furthermore, HSH documents do not correlate with the grievances that actually come in from clients. Retaliation is common. Grievances should go to an oversight committee.

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*
 Members continued their discussion of how to ensure that internal complaints are not ignored. Having been at a few shelters, Member C-J Ross agrees with what Azeen stated. She presented her draft complaint poster and form. It is important that clients understand their rights. Ideally SMC would retrieve the complaints.

Member Comment: Member Deffarges asked about a budget. Staff believes that nominal expenses, e.g., copywork, can be approved without a budget. Member Creech thanked C-J for her work on this project. Chair Street pointed out that it will be important to be diplomatic in our approach. Member Dobbs agreed that clients are not wrong to worry about retaliation.

Public Comment: Azeen ZiaEbrahim opined that anonymity is important. Also, HSH should not be relied upon. “Stats are fraudulent,” and they end up “gaslighting everyone.”

Proposed Action: Ask full Committee to approve putting this proposal before the SMC.

M/S/C: Creech/Dobbs/unanimous

B. TRAINING FOR SHELTER STAFF **Chair Street** *15 min*

Members think the 2004 manual may need significant redesign to make it more impactful and efficient. It needs to be available online. Harm reduction needs to be included, too.

Member comments: C-J Ross suggested that SMC could partner with a harm reduction organization to design training. There was some discussion of a “Together SF” ballot measure that could impact SMC (as well as HOC and other public boards and committees).

C. POSTCARDS AND SMC FLYERS

Chair Street

5 min

This item was tabled.

D. MEALS AND NUTRITION

Chair Street

10 min

Shelters only have to offer two meals per guest per day due to the budgets that are approved.

Public comments: David Albizo reminded everyone that historically most shelters shut down for cleaning during the day. Things changed with COVID. Division Circle does serve three meals per day. Meals on Wheels SF (MOWSF) provides the food. There are some meals tailored for clients with medical issues. Hun Saelee (Adante) reported that their budget only covers two meals per day; however, they supplement this as much as they can with [Food Runners](#). Christin Evans suggested SMF ask HSH for budget details.

III. NEW BUSINESS

DISCUSSION

A. MEMBER HELP WITH INVESTIGATIONS

Chair Street

5 min

Member Dobbs asked staff to send her survey forms to assist in an ongoing investigation. Staff expressed their appreciation for her willingness to help.

IV. PUBLIC COMMENT

5 min

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

Public Comment: Christopher Kramer suggested adding a QR code to SMC flyers

V. ADJOURNMENT

Proposed Action: Approve adjournment

M/S/C: Creech/Dobbs/unanimous - Meeting adjourned at 4:25 PM

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Action Item	Assigned To
Look into adding a QR code to SMC flyers	Staff
Work on budget projections.	Member Ross