



City and County of San Francisco
SHELTER MONITORING COMMITTEE

MEETING MINUTES [DRAFT]

Wednesday, September 18, 2024 | 10:00 AM
Room 408, City Hall

Present: Vice Chair Britt Creech
Secretary Angie David
Committee Member Kaleese Street
Committee Member Steven Clark
Committee Member Zae Illo

Excused: Committee Member Justice
Committee Member Muasau
Committee Member Traci Watson

Absent: Chair Diana Almanza
Committee Member C-J Ross
Committee Member Belinda Dobbs

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 5 min

Meeting began at 10:10 AM. There was **no quorum**.

B. REVIEW OF PAST MINUTES DISCUSSION/ ACTION

VICE CHAIR CREECH 5 min

Some menus have not been updated yet under the new MOW contract. However, the meals served each day do still have to be posted.

Public comment: None

M/S/C: Approval of Minutes tabled

II. OLD BUSINESS/REPORTS DISCUSSION/ ACTION

A. MEALS AND NUTRITION DISCUSSION/ ACTION

VICE CHAIR CREECH 5 min

The subcommittee is asking the Committee to ask HSH to gather and share information about the availability of a third meal.

Public comment: None

Proposal: Ask HSH to survey shelters to find out what each one does vis-à-vis "lunch."

M/S/C: Tabled

B. SHELTER STAFF TRAINING DISCUSSION
VICE CHAIR CREECH 10 min

At recent Subcommittee meetings, the 2004 Shelter Training Manual was reviewed. It was agreed the full Committee should be asked to approve a memo to be sent to HSH with some specific recommendations to encourage action.

Member/Public Comment: Food handling should be part of staff basic training.

Explanatory documents – Draft memo for HSH

Proposal: Approve to go out under the signature of the Chair.

M/S/C: Tabled

III. NEW BUSINESS/REPORTS

A. POLICY SUBCOMMITTEE REPORT

DISCUSSION/ACTION

SUBCOMMITTEE CHAIR STREET 5 min

Topics were meals, harm reduction, and laundry. Rules only require that one staffer at each site needs to be trained in food handling, but in practice people make mistakes. Annual training is probably not enough. Funding may be an issue.

Public Comment: None

B. HARM REDUCTION

DISCUSSION

SUBCOMMITTEE MEMBERS 5 min

The subcommittee thinks an expert should be found to present to the full Committee. Best practices have changed.

Public Comment: None.

Proposal: *Shall a speaker be found and brought in to a future meeting to elucidate?*

M/S/C: Tabled

C. LAUNDRY AT SHELTERS

DISCUSSION

SUBCOMMITTEE MEMBERS 10 min

Some clients do not have access to dependable laundry options. Members wondered about Mission Cabins. They use Purple Tie. Gough Cabins guests are able to use the machines at the Mission Neighborhood Resource Center (MNRC).

Member Comment: Secretary David hopes that clients at MNRC are not displaced by guests who use their facilities to launder their clothes. Member Street stated the Committee should also invite shelter guests to speak (beyond public comment) at future meetings.

Public Comment: Teipo Talolo, Assistant Bayview Navigation Center Mgr., reports they are using mesh bags to limit laundry loads to a reasonable size. A Community Forward representative said they invest a good deal in staff training. SMC Staffer McFarlin suggests laundry handling could be a good topic for guest speakers. Secretary David agreed; speakers could talk about a variety of other topics, including food handling.

Proposal: *Shall speakers be found and brought in to a future meeting?*

M/S/C: Tabled

D. DEPT OF HOMELESSNESS AND SUPPORTIVE HOUSING

HSH

10 min

Patrick Buckalew reported the construction at MSC-South has been postponed till January. There was a fire at Adante that reduced capacity; after repairs, this will revert to more or less what it was previously. Zae Illo noted that a large number of guests fall off the wait lists before actually getting into shelter. This is concerning and deserves attention. He wonders if data is granular enough to show this, and on the proportion of TAY clients that experience it.

Public Comment: Patrick B. thinks this data is available

E. STAFF REPORT

DISCUSSION

STAFF

10 min

Staff reported that there were 13 complaints in July. Ten different SOCs allegedly violated. SOC #1 was alleged to have been violated 14 times. One shelter response was late.

Public Comment: Azeen ZiaEbrahimi wondered why there are so few complaints this month. The Committee may need to look more closely at the possible Ada element to this.

That is, some guests may not be able, for various reasons, to follow through the process. And cultural competency can be a problem.

IV. GENERAL PUBLIC COMMENT

DISCUSSION

5 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: . Azeen ZiaEbrahimi stated that the One System needs more and better demographic data.

ADJOURNMENT

Meeting adjourned at 11:15 AM

Action Item	Assigned To
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
Update site visit questionnaires as agreed.	Staff
Draft approved emails and memos to HSH	Staff

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