



City and County of San Francisco
 SHELTER MONITORING COMMITTEE

AGENDA

November 20, 2024 | 10:00 AM
City Hall, Room 408 | San Francisco, CA 94102

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| <i>Roster: Chair Diana Almanza</i> | <i>Committee Secretary Angie David</i> |
| <i>Vice Chair Britt Creech</i> | <i>Committee Member Traci Watson</i> |
| <i>Committee Member Justice</i> | <i>Committee Member Zae Illo</i> |
| <i>Committee Member Kaleese Street</i> | <i>Committee Member Steven Clark</i> |
| <i>Committee Member Melanie Muasau</i> | <i>Committee Member C-J Ross</i> |
| <i>Committee Member Belinda Dobbs</i> | |

All SMC meetings are public. Homeless and formerly homeless San Franciscans are encouraged to attend.
PUBLIC COMMENTS WILL BE TAKEN AFTER DISCUSSIONS & BEFORE VOTES/ACTION

I. CALL TO ORDER/ROLL CALL/AGENDA ADJUSTMENTS

A. LAND ACKNOWLEDGEMENT **CHAIR ALMANZA** *3 min*

The Shelter Monitoring Committee acknowledges that we are on the unceded ancestral homeland of the Ramaytush Ohlone, who are the original inhabitants of the San Francisco Peninsula. As the Indigenous stewards of this land, and in accordance with their traditions, the Ramaytush Ohlone have never ceded, lost, nor forgotten their responsibilities as the caretakers of this place, as well as for all peoples who reside in their traditional territory. As guests, we recognize that we benefit from living and working on their traditional homeland. We wish to pay our respects by acknowledging the Ancestors, Elders, and Relatives of the Ramaytush Ohlone community and by affirming their sovereign rights as First Peoples.

B. MINUTES **DISCUSSION/ACTION**
PREVIOUS MINUTES **CHAIR ALMANZA** *8 min*

Review draft minutes from previous meeting(s).
Explanatory document – Draft Committee Minutes
Public Comment will be heard before proposed approval of previous Minutes.

II. OLD BUSINESS **DISCUSSION/ACTION**

A. COMPLAINT PROCESS **DISCUSSION / ACTION**
MEMBER ROSS *30 min*

Following up on this topic, the Committee will discuss what additional steps should be taken at this time to improve the grievance/complaint processes available to shelter guests. It should be noted that significant improvements have been or shortly will be implemented. Shelters will be asked to: (1) post SOC's in easily visible locations; (2) set up and maintain a secure/locked internal grievance container/system if one is not in place; (3) post the SMC's contact posters (which staff will provide with QR codes to make it easy to submit complaints using a smartphone) near these containers so that people who don't get a reply/action can readily see where to go to escalate the internal grievance into a formal SMC complaint; and (4) respond to complaints within 5 calendar days.

Public Comment will be heard before action.

III. NEW BUSINESS/REPORTS

DISCUSSION/ ACTION

A. SUBCOMMITTEE REPORT

DISCUSSION / ACTION

12 min

SUBCOMMITTEE MEMBERS

Subcommittee members were all present. They discussed deadlines for shelter responses and hoped that Member Ross could address the Committee at today's (11/20/24) meeting. Additionally, they considered officer selection for the coming year. Finally, they agreed that it would make sense to plan to begin visiting Navigation Centers once the Board of Supervisors approves the change to the Administrative Code to give the SMC more flexibility in inspection scheduling.

Public Comment will be heard.

Proposed Action: *Shall the Committee direct staff to return to allowing shelters only five calendar days to respond to complaints?*

B. SELECTION OF OFFICERS FOR 2025

DISCUSSION/ ACTION

CHAIR ALMANZA

15 min

Members who are interested will put forward their names for Chair, Vice Chair, and Secretary. The Subcommittee voted to suggest one possible slate: Illo, Dobbs, and David for the roles of Chair, Vice Chair, and Secretary.

Public Comment will be heard.

C. DEPT OF HOMELESSNESS AND SUPPORTIVE HOUSING

DISCUSSION

12 min

HSB

Update from the Department of Homelessness and Supportive Housing.
Explanatory documents – Occupancy Report

Public Comment will be heard.

D. STAFF REPORT

DISCUSSION

SMC STAFF

12 min

Review of inspections, complaints, and investigations, Member recruitment and hiring. Staff will share a new effort to measure inequities within the SOC complaint system.

Explanatory documents – SOC Report

Public Comment will be heard.

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 for up to three minutes. With respect to an action item on the agenda, members of the public may address the Committee for up to two minutes at the time such item is called. With respect to a discussion item on the agenda, members of the public may address the Committee for up to one minute at the time such item is called. Members of the public may only speak once per agenda item.

ADJOURNMENT

This item requires a motion, a second, and to be carried.

Proposed Action: Approve adjournment

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Administrator, Sunshine Ordinance Task Force, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Pl., San Francisco, CA 94102-4689
Phone (415) 554-7724 | Fax 415-554-7854 | E-mail sotf@sfgov.org

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