

SAN FRANCISCO LOCAL HOMELESS COORDINATING BOARD

Full Board

May 1, 2017

11:00am-1:00pm

Members Present: Laura Guzman, Del Seymour, Brenda Jewett, Erik Brown, Sophia Isom, and James Loyce.

Members Absent: Ralph Payton, Kim Mai Cutler, and Alex Briscoe

Called to order at 11:06

Del Seymour- Opened the meeting and a welcome of Brenda Jewett

Del Seymour—Review of minutes from last committee meeting.

Laura Guzman —moved to approve the motion.

All approved

De Seymour—Minutes are passed.

Jeff Kositsky, San Francisco Department of Homelessness and Support Housing: Good Morning, and thank you for allowing us to give this report today. I understand that there has been a request by the Board to provide information about street encampments and how the department was handling it. We are happy to give you an update, and we will arrange for a more formal presentation next month and will invite our partners.

The Encampment Resolution Team was started in August with the goal of addressing large street encampments. We have a process to determine which encampments we will work on, as determined by size, complaints from the public, and proximity to residences and businesses. We are generally working with encampments of twenty tents or more. And there are basic goals to help as many people as we can in those encampments get access to shelter and services, and get them on a pathway to exit homelessness. We would like to minimize the impact that large encampments have on residences and businesses throughout San Francisco, and we would really like to solve some cultural issues on the street.

We understand that such large encampments in residential areas are a relatively newer phenomenon and that people need a place where they can sleep and be. We are trying to change the formation of these really large encampments that are having a large impact on certain neighborhoods. We go about this in ways where we want to be compassionate in how we deal with each individual. We want to be effective, and just moving people from one place to another really does not have a long-term impact—it merely traumatizes people and does not really help the neighborhood. We want to respect people's constitutional legal rights. The process is outlined and taken from the US Interagency Council on Homelessness and the guidelines on how to address street encampments. We have meetings with the community and its leaders,

both formal and informal. We meet with neighbors to create a prevention plan as well as assess each individual within an encampment. We involve Public Health and have health fairs; depending on the situation, we may have Porta Potties and help with public hygiene.

Once we understand what everyone's needs are, we start to relocate them. Usually, 5% of that population need to get some mental health services or substance abuse services, and we have an agreement with Public Health to have beds for those people. Others are referred to the navigation centers, some are reunited with family through Homeward Bound, and we will also use the shelter system. Certainly, some people end up moving somewhere else and staying on the streets and do not accept services. Since August 6, 2016, we have resolved 9 encampments. And roughly 70% of the people in those encampments entered into permanent supportive housing or shelter, reunified with family, or entered some form of treatment program. Overall, of the roughly 390 people that we have worked with, 25% ended up in permanent supportive housing and exiting homelessness. I am proud of that number and of course would like the number of housing units to be larger. Those units have the tendency to go to people who are longer-term homeless individuals, which is 25% of the homeless population, according to the 2015 PIT count. We are currently working on multiple large encampments in that area, and we are trying to figure out what our process will be for the encampment in the next quarter and haven't finalized anything at this time.

Del Seymour: Are there any questions from the Board?

Laura Guzman: Yes, thank you, and I think this is something we would like to hear every meeting. I think that it would be very helpful for the Board and community to have actual data. I think that it is important to understand the 25% and know where these people have been placed and that previously there were DAH spaces that were available and now there is more competition for those slots. Also, it is important to know who is refusing shelter so that we have a very clear picture and can see people's movement. We know that 70% is great, but most people stay 30 days and then go back into the streets. It is my proposal that we have a clearer data system.

Del Seymour: The issue keeps coming up about residency and a person camping in District 6 but getting services in District 8 and hanging out in District 10. What supervisor then does that person contact for services?

Jeff Kositsky: People have the right to services and are not constrained to receive those services. So there is no particular rule or process to direct them to go to a certain area for services.

Del Seymour: Which supervisor does my guy need to contact if he is homeless and resides in various districts?

Jeff Kositsky: Interesting question, and I did not understand previously. I think the place where they are currently residing is their primary place of residence in the evening. So if someone is primarily sleeping in District 6, I would think that is their supervisor. That is a decision that they would have to make.

Laura Guzman: I would also like to see demographics in terms of race, transgender, and sexual orientation.

Sophia Isom: If we can find out how many are also former foster youth and families that are residing in the encampments and about those placed into permanent housing.

Del Seymour: Comments from the general public. Two minutes to speak on an issue brought up by Jeff.

Charles Pitts: I would like to see an audit of the shelters like they did with the navigation centers. Is that feasible?

Jeff Kositsky: So, you are referring to the report that the controller did on the navigation centers. It is certainly feasible if...

Charles Pitts: Why is it that the 16th Street Navigation Center is violating the shelter policy? It's called the 7-day extension policy. That is one of my questions. The other is: what is the department doing to create new housing? And I will throw it out there. I was treated so badly at MSC South. They violate sections 612 and 13 of the shelter monitoring training manual. Can I get some answers?

Jeff Kositsky: As far as doing the controller's audit of the shelter, the Board or Board of Supervisors would be the bodies to initiate that report. Next, what we are doing to add new housing: currently, we have approximately 180 units in the pipeline right now that will be opened in the next year. We also have roughly have 750 units for permanent support housing for single adults, DAH-like housing that is in the pipeline, 75 additional units for transitional-aged youth housing, as well as senior and family housing. Lastly, I would rather talk to you offline about any specific concerns that you have about an incident that occurred at MSC South.

Ali Coulter: Coalition on Homelessness: Think it is great tracking the youth in the system. Working with Larkin, I have seen a lot more youth leaving the encampments now. The question I have is about people who are wearing the tan vests that are the Re-encampment Prevention Team who are part of the HOT team and what their goal is, and also what their goal is with SFPD.

Jeff Kositsky: The Re-encampment Prevention Team, the Campment Resolution Team, and the HOT Team all work under our department, so we really don't make that distinction necessarily. As far as the relationship with the police, as a department, we work very closely with the police and Department of Public Works. Our role is really to go out and offer services to people, and we like to do that in advance of any Public Works or police engagement. However, if someone needs to be transported or an area needs to be cleaned up, we work with Public Works. If there are law enforcement issues, we may work with the police.

Ali Coulter: There is still some confusion within the community about the different outreach teams, their roles, and the color of their vests.

Jeff Kositsky: Why they have different color vests, I don't know. But I will find out. Our goal as a department is to always be offering services to people. We can help them navigate towards a shelter bed or navigation center. Some on HOT have different roles: street outreach, case management, working in

specific areas—for example, the library. But the work is essentially the same: to compassionately address people and engage where they are at on the streets and offer them both services and messages of hope to help them exit homelessness.

Laura Guzman: Requests that the Encampment Resolution Team be brought before the Board for an explanation of their roles and responsibilities. Is that something that we can do, Sam and Jeff?

Jeff Kositsky: Answers in the affirmative.

Laura Guzman: I saw on the news that there is something about the first 100% housing of homeless in a long time. Is that something the department is involved in?

Jeff Kositsky: Yes we are, but that was not 100% accurate. It is a little bit of a nuisance. With CHP, in 2011 or 2012 was the last time that a new building was opened specifically for single adults that was owned and operated by a nonprofit. There have been many buildings since that time that have been master leases. However, because of the pressure of the rental market, master leasing has become more and more challenging. I think that it important to have a mixture of both nonprofit and master lease housing and important that we have a diverse mixture. We have worked closely with the Mayor's Office and the Mayor's Office of Housing to make sure that there is a significant number of new units for new housing for single adults. This is important that we have this pipeline; the first will be a property where an RFP was just issued: Mission Bay Parcel 9, with 120 units. Unfortunately, they take a long time, and we need to keep our options open for getting people housed.

The state will also release No Place Like Home funding, which will bring in \$95 million for use in this housing and for people struggling with chronic homelessness.

Laura Guzman: Data about what projects would be in the pipeline would be helpful.

Jeff Kositsky: Yes, that would be helpful to the community, and once a data system is in place, it should be included in updates to the Board.

Del Seymour: Sadly tells of Laura's wonderful service and resignation from the bench. The City and Mission Neighborhood Resource Center will greatly miss her. The LBGT community and LHCB will greatly miss her. And I will personally miss her. I would like the staff to stand up and Jeff to make a presentation.

Laura Guzman: My staff is here, and this is so lovely.

Jeff Kositsky: Laura and I have known one another since I have been working in this city. She has been an incredible friend and colleague. This is a loss to the City that she is leaving the City. But this is so much more than a City issue; this is a win for the community and spreading her expertise to another community. Jeff reads the mayor's proclamation:

James Loyce: Laura has been a local, state, and national leader on the HOPWA program and would always challenge me to do the right thing. She is someone to go to when you need an honest and direct answer and to have someone who would speak on point. Thank you, Laura.

Megan Owens: I wanted to personally thank Laura for her time with the Board all the way back to 2005. It has been an honor and a pleasure. I am here to give an update on the ONE System and Coordinated Entry. I want to thank all those who came out for the April ONE System Committee meeting. We will continue to have those meetings monthly. The ONE System is an important piece to the implementation of our Coordinated Entry System. We look forward to working with our new vendor BitFocus to create an easy-to-use systematic solution. The ONE System will launch in San Francisco on May 23rd and will be training the SF HOT Team.

Laura Guzman: Can you tell us more about the retirement of the CHANGES system?

Megan Owens: Great question. The CHANGES information system was our single adult reservation system and coordinated with CAAP in San Francisco. We have come up with a triage set of criteria that will be used for replacing systems with the ONE System. So first, we will be replacing the paper clipboard that the Homeless Outreach Team uses with the ONE System. That will happen on May 23rd. We are really looking forward to the data and who will have been using our services. The second will be the ETO Efforts to Outcomes system migration, and the third will be the HomeLink Volunteer System. The next step will be replacing the current Shelter Plus Care system, the Housing Access Team data system, and then the Navigation Team's databases, and later the Homeless Case Management Team's data-management systems. It will be very exciting to have these 15 data systems merged together. We will be announcing plans on how to bring our non-profit's data system into the ONE System. We do not want to build a culture where providers are not doing double entry into the system. The next meeting will be concentrated on adult coordinated entry. We have started the pattern of having these meetings the second Tuesday of every month.

Del Seymour: How does a non-profit currently not involved with HMIS get involved with the new ONE System?

Megan Owens: That is an excellent question. At our current capacity, we only have the capacity to integrate the folks that we are focused on. We have made contact with those providers and will work on reaching out to them in the near future. We are very interested in this but we want to start small with the people who are already a part of our system. We need to do it in an orderly manner so that we do it well.

Public Comment

Kim O'Neal, San Francisco Unified School District: We are very excited to hear about the ONE System and that we will now be able to input and share that data for families. This is the first time in five years that something like that could happen. Though the process is slow, it is happening.

Mary Kate Bacalow, Lark Inn: I want to thank the Board. It is important as the ONE System moves forward to remember that providers have invested in their own rich systems, and that we look forward to the conversations about data integration from providers who have existing rich data-management systems.

Megan Owens: We have been working with Larkin on their future integration into the ONE System. Lark Inn has several programs that will be integrated with the retirement of the ETO System. The Continuum of Care-funded projects will be migrated into the ONE System; however, the Larkin non-SF HOT Street Outreach Program's data will be one of the few programs that will be allowed to migrate data into the ONE System, either on a weekly or monthly basis. This is a section of data that the City does not understand very well and one that we are looking forward to reviewing so we can better provide services.

Devra Edelman, HESPA and Hamilton Families: We wanted to request that a further explanation of the family-coordinated entry be on the Board's June agenda. We had requested it for this agenda but did not get in. We are very encouraged that the City is embarking on family-coordinated entry so that families that are experiencing or are at risk can be referred to the interventions that are best suited to their needs. Our concerns are not the need for a coordinated entry system but rather how the system is implemented. We are super encouraged that HSH has become the Process and Family Learning Workgroup to work together to problem solve the system. We request that the groups be clear on their process of decision making and are open and participatory. As such, we are recommending that there be a family advisory committee made up of family members who have experienced or are experiencing homelessness and a domestic violence advisory committee that have representation within the workgroup.

Clara Praglin, Compass Connecting Point: We are currently managing the system for families to get into the shelter and participating in the family entry process. In addition to what Devera said, I wanted to highlight some concerns that we have around the current implementation of the Coordinated Entry System, which has become a prioritization around access without the concurrent implementation and prioritization of housing, transitional housing, and derivation and problem-solving resources. As a result, we are noticing more families experiencing homelessness try to access the shelter saying that they are unsheltered at intake; that has risen from 10% to 25%, and that is a major concern. We are hopeful that those barriers have been reduced and those families are no longer falling through the cracks, and we are concerned that families are forced to destabilize in order to get access to shelters. We are requesting a more nuanced approach about how we look at families.

Jennifer Friedenbach, Coalition on Homelessness: I want to start talking about what is bad process and what bad process is. The old department was notorious for bad process, and we were hoping that with the new department, that would change. The new department has been 100% worse in terms of community process. Bad process is asking for community involvement and participation even though the decisions have already been made. In this whole process for shelter, never once was the policy presented to those people who were present. Then instantly, the policy was created, and everything happened behind closed doors. The only ones who were allowed to make the decisions were those paid by the City. Homeless parents have been knocked out of this process this entire time, and they are very pissed. What is being processed by the City is to have a segregated group of homeless parents and families of color—who are the ones who are predominantly impacted. That is a part of the workshop committee where the actual

decisions are made. Parents are faced with unthinkable decisions about destabilization in order to access family shelters.

Megan Owens: There seems to be two questions moving forward, one involving youth and adults and the other families. I wanted to spotlight the youth all-day meeting that was hosted by the department. One of the things that Jeff said was for youth to openly engage in the process and use their voices, and he also cautioned them that it was not a group that was brought together to bring basic recommendations, that the department was committed to using those policies and integrate them moving forward. He also asked youth to bring stakeholders from their agencies so the Youth Team will have the correct mixture of people. We all noticed that there were both little youth of color and youth from District 10 who were experiencing homelessness at the meeting. We are hoping that those in the room who are youth or who know of youth who wish to be part of the group connect and come to the next meeting.

For the single adult coordination process to work, we use the open public meeting process. We are relying on this process. I want to use the model set forth by the Youth Policy Advisory Committee for the family process. This would involve people being paid to participate. The meetings are meant to be friendly and inviting and encourage homeless family participation. In order for this to happen, there will need to be translation and childcare so that people can really participate. We are looking for other grassroots providers with connections to homeless families to help us sponsor such a group.

Charles Pitts: Her question about sex and how a person identities is very different than who someone is having sex with, survival sex, being sexually assaulted, several things. I would like some information about the system and how it crashes and people are outside. I would like to hear something about how it will be better. Also, I want information to be given with the needle-exchange program and screen shoots and what information can be placed into the system. Can you make sure to have the timer working next time?

Can Jenifer codify her report?

Jean Fields, Homebase: A brief announcement and reminder that we are entering the federal funding cycle. We are starting the first step in registering for this year's competition. The collaborative applicant reviews the GIW—the Grant Inventory Worksheet. We are taking a close look to make sure that all grants and amounts are correct on that sheet. There is the possibility that 95 Laguna has been funded by HUD but misallocated and misplaced on the DIW. We are asking that providers look at the DIW and make sure that all grants are up to date.

Public Comment

Kim O'Neal, SFUSD: Just a few announcements. The school year ends in less than a month. But our families and children can experience homelessness year round. Our FIT (Families and Youth in Transition) program—the last day is May 26th, and the office has been moved to 20 Cook Street. We are doing a training so that parents are simultaneously registered for the FIT program. August 28th will be our first community partnership meeting.

Mrs. Looper: Cadillac Hotel has monthly concerts. This month, the feature is Pam Cook, who is formally homeless who got into supportive housing and used music as her support. She is doing a performance of the Beatles. It is open to the community on May 5th, 12:30 to 1:30.

Charles Pitts: I would appreciate if you would look at the Navigation Center because it appears like the protections that we fought for for twenty years are being thrown out the window. The 90-day extension policy and the grievance policy—Code 106 states that a Navigation Center is a shelter and the Navigation Centers do not have the same protections as were put in place for shelters. Charles wants to make sure that they are in place for clients at the Navigation Center.

Laura Guzman: Definitely bring your concerns about whether a Navigation Center is a shelter before the Shelter Monitoring Committee.

Del Seymour: I spent too many years in the shelter to ignore this.

Malea Chavez, Homeless Prenatal: I wanted to talk more about family coordinated entry and shelter prioritization. Embarking on the process without considering housing placement outcomes for the families does not help and will have a negative impact and cause further destabilization of families, and we have to consider it moving forward. We must involve the domestic providers in the process.

Emily Cohen, Homeless and Supportive Housing: Quick update—the US Interagency Department on Homeless was extended for another year. This is great news, and they are a key federal partner to helping us address issues around homelessness. Additionally, in the budget, there is an additional \$133 million for homeless assistance for ESG. I will be happy to get more.