

SAN FRANCISCO LOCAL HOMELESS COORDINATING BOARD

Minutes
Full Board
June
11:00am-1:00pm
City Hall Room 416

Meeting called to order at 11:06 am
Del Seymour calls the meeting to order.
Minutes approved.

Ralph Payton moves to pass the minutes.
Board votes unanimously in favor of passage of minutes.

Sam Dodge from Homelessness and Support Housing:
Comments on this being a very big month for the Department and the CoC and there will be some great updates later on in the agenda items. The ONE system is live and currently the HOT team is working on unveiling the system. Thanks to Megan Owens and the workers who have done a great job with the system.

Important announcement that Tipping Point has agreed to raise one-hundred million dollars to address chronic homelessness in the San Francisco Community. Tipping Point has already been involved with the department with the Moving on Program and funded Brilliant Corners and expansion of the respite beds that are located on Mission Street. The Tipping Point board is the final authority determining how those funds will be allocated. They have been a very good partner and have been very curious to know what we are doing and how they can be helpful. We also celebrated the opening of the National Hotel, which was part of the bonus project that was awarded the previous year from HUD. The opening included the opening of the Winton and 198 total units.

This month also included a robust hearing before the Board of Supervisors around youth homelessness. There was a collaborative collection of youth providers and parallel departments who attended and gave support.

Another great ribbon cutting we had was the opening of the Central Waterfront Navigation Center at 25th and Michigan and a Port Authority-owned property near the Dogpatch, which is a 64-unit navigation center. This was done in conjunction with the Port, Port staff, and board. It was a long process that was able to create a beautiful property with lots of hard work. Review the president's budget when it comes to homelessness. In the HUD budget he is proposing to eliminate the community development block grants that often go to homeless services. Also, the president has proposed the complete elimination of the Interagency Department of Homelessness and decreases to funding for Homelessness Assistance Grants. There are billions of dollars of cuts that are proposed for both programs that affect the homeless and elderly. So it is important that we maintain an active role to keep our local agenda in the national forefront or else we are just trying to backfill on the local level.

Ralph Payton

Do you know if there will be an RFP or how Tipping Point will allocate the funding?

Sam Dodge

I do not know the exact process but do know they are mulling over some various ways to go forward but have a strong preference for trying to develop housing in some way. I do not know the exact process. I just know that they have the overall goal of reducing chronic homelessness within the city.

General Public Comment

Charles Pitts

Is there something written that documents everything that has been done?

Can you talk more about proposition Q?

The other is the Navigation Center and seems like you are breaking the law and not following the Standards of Care or the Tuberculosis Policy, the Shelter Extension or Grievance Policy.

Sam Dodge

There was a lot packed in there and thinks something important to ask is what is our Housing Policy for the Navigation Centers? One of the things that came out of the Community Process was having equitable entrance into housing and for the Navigation Centers to be aligned to Coordinated Entry and so that is what will happen.

Will Daley

I am a Shelter Client Advocate and wanted to speak about the shelters and the grievance policies. The Navigation Centers are shelters and defined by the mayor and his budget, as defined by HUD, as by the ordinance that set up the standards of care and the Shelter Monitoring Committee. So you can't have a double standard that does not make any sense.

Sam Dodge

There has not been resistance to this idea.

Public Comment

Illustrates the need to transform shelters to be real models for transition support. Would love for the Tipping Point money to move into the shelter and to have transitional villages within the shelter.

Victoria Westbrook

Code Tenderloin

Wanting to work with clients in the Tenderloin to assist them with job readiness.

Budget Update

Marissa

The mayor submitted his budget on June 1st. While many city departments saw little or no growth, HSH saw some significant investments in homeless services and I want to walk you through our proposed budget.

The fiscal budget is \$246 million, which is a 13% increase from our current budget and an increase of \$22 million in general fund support. I want to walk you through some of those key investments of the \$22 million.

There is also a 2.5% COLA increase each year and grows to 5% in the second year. One key investment that you have heard about previously from our department over and over again is coordinated entry. The budget includes both federal and local funds so that we can successfully implement the system.

Navigation Centers—there is funding to increase the number of Navigation Center beds and to have 416 beds by the end of the next fiscal year.

Refunding of Harbor House—transitional site that includes 30 units.

Expansion of Youth Services and outreach services.

Proposal to open a new 24-hour respite center and have a place where our outreach workers can bring clients to take a rest and take a shower.

Exit from homelessness concentrates on moving into permanent housing.

Expansion of Rapid Re Housing and Transitional Aged Youth.

Del Seymour

Requests that there be more hiring done to include the hiring of people who are homeless into the department. Using those experiences would make the Department much stronger. Hiring is done through the website.

Public Comment

Charles Pitts

San Francisco has a city first model and I wonder how it applies to all of this?

Is there any desire to have the city auditor look at the Navigation Centers?

Need for on-site transition support while we are having clients enter the Navigation Centers.

When there was a deep-clean there were no clear directives about what was happening. How powerful would it be to have a HOT worker there at an encampment on a regular basis to help with transitional support? And would love to see some of the budget going to that.

Would like to see the First Family Site moved to a place that has showers and where families do not have to move their belongings every morning. Would also like to see the job postings at resource centers like HPP and Compass and those who respond should be the prioritized applicants.

Access to showers and laundry for families and how families are around women who are not healthy, which is not a place where we want our families to be. There should be a drop-in center. A budget should include these small things. I have had a problem with the women's

center because there are peeping toms, I have had problems with that. We have been treated like a second class citizens.

Jennifer

HESPA—has packets for the Board its budget

\$9.5 million in the first year and \$14 million in the second year.

We are proposing two additional shelters and 500 subsidies. Our issues are that we have a family shelter that has no beds nor showers and people have to leave every morning. In Bay View, we have 40% of the homeless population and only 7% of the services. We have an extremely underserved community. They are top on our list and did not appear in the mayor's budget.

Cindy Ward

Shelter Grievance Policy

In 1990, a shelter grievance policy was created by community advocates after reporting abuses in the shelter to the mayor. Protections were put into place so that clients could not simply be asked to leave the shelter for no reason. No appeals process existed for clients. In 1992, the policy was enacted and a committee created. The policy has grown and been amended. The policy gives procedural due processes and creates shelter policies.

The Human Services Agency transferred the rules and responsibilities to the new Department of Homelessness and Support Housing and the Local Homelessness Coordinating Board. The member appointment procedures.

Recommendation that Shelter Grievance Committee be allowed to chose their own chair and that the LHCB will then finalize the appointment.

HSH managers will need to evaluate the impact of having the Shelter Grievance Policy in the Navigation Centers. It is not something they are opposed to but needs to be looked at in further depth.

Will Daley

Read about Arnette Watson as a social organizer and advocate. How she led a movement for due process for clients in shelters.

Del Seymour

What are you requesting that the Board does today?

Cindy Ward

Amended process so SGC chair is selected by the Shelter Grievance Advisory Committee and then LHCB approves the selection.

Del Seymour

Requested additional information and to come before the Board at a later date. Commented that Navigation Center is different from the shelters and that there needs to be something in place that protects clients in the Navigation Centers but that they are different by nature.

Cindy Ward

The policy does not create the rules but rather mandates that the shelters have rules and that the rules must be posted and followed.

Public Comment

Charles Pitts

Contracts of the Navigation Center state that there should be a grievance policy that protects the clients.

We should stop and review the entire policy. That the contract language makes it clear what a Navigation Center is and what protections should exist.

Will Daley

Navigation Center clients were the same as shelter clients before the committee and policy were created. People are unprotected and that the mayor's budget says that they are the same. There needs to be a unified policy.

Ralph Payton

Requests an official response from the city regarding the Shelter Grievance Policy and the Navigation Center

Jennifer Friedenbach

Requesting a change for the hospital stay policy when clients can lose their beds after missing nights despite being hospitalized.

Reminder that the Grievance Policy merely requires a shelter to stick to any rules that it has.

The policy would merely hold the Navigation Center to whatever rules it has. It is helpful to both clients and staff so they don't have those decisions on their shoulders.

Jennifer Bell

Navigation Centers should have a grievance policy and there should be some oversight. As a single parent I often miss an evening to be with my family and may lose my bed because of family obligations.

HESPA Presentation

Very encouraged that the city is embarking on this large system change for family coordinated entry system. With the shared goal of having families end their homelessness within 90 days, we should use the ONE system to share data and information, and we should use coordinated entry access points so that families have access to the same opportunity for housing. Excited to work with the Department to have this implemented.

Remarks today are about those families who we can see will be left behind in the new process and to look at ways to improve.

Concern that there is not adequate funding for case management and exits from the system.

We are encouraged by a learning work group but want clear processes for decision making and transparency of the decisions that are made.

Representation from domestic violence providers and a parent work group and two committees should be given representing those two sub groups. We hope that domestic violence providers will be further included in the process.

Concern about the resources that will be available with the change in systems, and there is already a backlog of need for families.

Our families are stuck in certain situations. We don't have enough housing or shelters. We are heartened by HSH but still have additional work to do on issues like how our policies align with other counties.

Asking for nuisance and not wanting to make the same mistake twice when we don't have input from the community. Things are shifting but there are still some issues that we need to work on.

Del Seymour

What you are advocating is great. I know that people in the Department are listening and heard you. Make sure to bring your passion and families when you go downstairs.

Scott Walton

Encampment Resolution Overview

Started in August 2016 but is more an extension of what we do in our outreach. We realize that there are large encampments that have developed over time. Realized it was hard to solve one by one so a model of encampment resolution was developed. It identifies a site based on size, number of people, number of structures, length of time, and other issues like health concerns.

Once we start, our team is small and typically three people work two to six weeks. Basically they do a survey and assessment and their goal is to offer a temporary stay at a place of safety.

Primarily those are Navigation Centers but not limited to.

We work with the Department of Public Health and Public Works and Police Department. We post and make offers that there will be a resolution day. Our goal is to clear an area and then keep it clear to maintain their safety. We have cleared 11 sites and 70% accepted our placements. As of yet we don't have data about what happens after this. We are looking forward to the ONE system giving us data so we can better focus our efforts. We are currently working on the Showcase Square Area. Our work also includes community outreach and educating community members about the process. This is very much a collaborative part of the Department's overall outreach program and works in conjunction with clients and all the services that we can provide. The encampment working group, which meets every Wednesday, is an intra-agency approach to dealing with the issue and what needs to be done on a specific encampment. It's a closed group of city agencies that attempts to deal with the issue.

Public Comment

Do we know how many people have been housed from encampments? Placing people into housing is the real solution. What is the point and we need to realistically look at those numbers.

Scott Walton

Because the project began in August we do not have the data year. It is still very young. We try to meet people where they are.

Charles Pitts

The city contracts out to criminals who run the shelter and then does not have a grievance policy.

Why can't the city place toilets and trash cans in encampments?

Why can't the city keep data on these encampments? I keep thinking of Prop Q. Why are there no data? Where are the placements that come as a result of the encampments?

HomeBase

Jean Fields

This will be very brief and is an update with good news. HUD went back and raised our continuum's score by 12 points and awarded another project totaling \$362,000, which was Mercy Housing 95 Laguna.

No Public Comment

General Public Comment I have a lot of friends who are in the same situation when they have children and their health quickly deteriorates when they are homeless and don't have a place to live. It affects the children, and I would not bring my children into the shelters and instead had them stay with their father. Have had friends who finally get a place but then pass because their illness spread and they were unable to get treatment.

Family involvement in meetings. I am the only person who has experienced homelessness and children. Often my voice is set aside and in this room we need to understand that. We have to remember that people who experience trauma have a different understanding of a safe space.