

## Minutes

Del Seymour- We will begin with the Department of Homelessness and Supportive Housing

Jeff Kiosinsky- Thank you very much. I wanted to share a few things with you before I had it over to my colleague Emily Cohen who will do a presentation on the 2017 Point and Time Count. In your packets is a Draft of the Dashboard that we want to present to you on a regular basis and we would love to get your feedback either now or in the future and to share your comments with Charles about whether this is the information that you want contained in the Dashboard. Whether there are things on here that you'd like to see or do not need to see so that we can begin to provide you with this information on a regular basis. Would you like to discuss this now or later and email comments?

Del Seymour- I just got this now and would like to look over it.

Kim- Do you have information about clients who have left and whether they are still housed.

Jeff- I do not and that is not the easiest information to collect right now. In the next twelve months with the use of the ONE System it will be much easier for us to be able to access that information. We do have an eviction report that annual provides that data related to evictions but that is the only data we have at that time.

Ralph Does it make sense to track encampment removals?

Jeff- We could if you'd like? Just to be clear we need to be cognizant of people's right to privacy and we need to be mindful of HIPAA concerns. The information could be number of people removed, number of encampments type of data and how many people exited to a safe place.

Sophia- Is it possible to be able to track the number of foster youth?

Jeff- I don't think we are and we won't be able to. That data would come from HSH. Once that we stand up the new data system and work with Public Health, we should have more access to data like that but at this time would be very difficult.

Del- There seems to be a lot of confusion from the Community about the Encampment Resolution and Encampment Removal. One from your Department and the other with the Department of Public Works?

Jeff- I don't want to speak to what goes on with another Department. But what I am really pleased with is that we are working with Public Works and the Police Department and Public Health and Fire Department on a weekly basis. We have a meeting that we hold once a week and are working on special projects and think that when we collaborate together, we are the most effective. We want to make sure that we meet people with services whether people are in encampments or where ever they might be. And partner with other departments once we have given people the opportunity to come indoors and engage in services. It has been very successful as a model.

Del- Quite frankly, I have been concerned about the collaboration between the two departments.

Jeff- For our part, we are on the same page and working with them on a regular basis and appreciative of the partnership that we have with the leadership on down. They have a different mission than we do and need to keep the streets clean and one of their many missions they have. Our mission is to engage people with services and assist people and get them into housing. When we work together it works really well. Again I don't want to speak for another department and am really please we the growing collaboration that we have. I think to date we have worked with twelve encampments and of those twelve only two have reformed and over seventy percent of those people that we worked with went to a safe place.

James Loyce- If am to believe recently what I have read in the Chronicle, there is some tension between DPW and HSH and I think that your comment is very important that we are about addressing homelessness by providing services and that DPW mission might be very different around street cleaning and quality of life issues. So I think that it would be helpful to hear DPW and have them come talk about their mission and relationship to you and the work that you are doing.

Jeff- Shelter advocates and their work in the Navigation Center. It is our intention to expand that policy into the navigation center. It is a process where we are making sure it is what the clients want, the providers want, and to get alignment with HSH staff around it. We will stand up that system by the end of the year. I want to be very clear, even though we are in the process of integrating the grievance procedure that has been used in the shelters to the Navigation Center, that they are very different systems. The navigation centers are a very small part of the system and have a particular purpose and we continue to experiment with that to improve them.

Emily Cohen-Presenting on the Point Count. I will walk you through the 2017 Point Count. First I want to thank the Board, volunteers, community and everyone who came out for the PIT Count. Especially the youth and youth providers who really drove the Youth Point and Time Count. We had over 750 volunteers from within our community and demonstrated the strong commitment within our community to addressing Homelessness.

Again the Point and Time Count is a snapshot of people who were experiencing homelessness in our community on one night January 26<sup>th</sup> 2017. On that we canvas the city and survey the shelters and conduct a youth count on the same night and finally do a survey the two weeks following the count to get more information to better understand the people who are experiencing homelessness. The big question of course is how many people are experiencing homelessness?

I want to provide some context about what happened in San Francisco during that time between counts. What happened with our department and what happened with our progress? During that time the City worked to rehouse just under 3,500 people through City Programs. That number includes permeant supportive housing, rapid-rehousing, and Homeward Bound. During the same time we expanded shelter capacity by 222 beds and that includes the two navigation centers that were opened. During that same time two year window over 600 permeant housing units were opened and of course the department of homelessness and supportive services was launched.

During that time related to the budget, we saw an increase of 11% in TAY funding, 17% in family funding, and an 11% increase in our adult spending.

The Point and Time Count was done in partnership with Applied Survey Research (ASR) we do a Blitz methodology which is canvassing and ten by two weeks of follow-up surveys. We do the complete city and over 11,000 follow-up surveys. We also do a unique youth count.

Overall with San Francisco we found over 7,499 people experiencing homelessness on that night. Overall that is a 1% decrease over the numbers from 2015. I know that we can agree that no number is a good number and we want all of our people indoors but when we look at our neighbors it can help to provide a context. We can see that all of our West Coast neighbors all saw pretty significant increases. As you can see our overall number has been stable while our youth numbers have gone down. We use the San Francisco definition of homeless that is fairly broad, except when we do sections that are required by HUD and then those definitions are applied. All of the reports are on line so feel free to download them.

We are seeing decreases in family homelessness, chronic homelessness among veterans and youth. We are seeing decreases in homelessness where we are making strategic investments. To me that says that our investments are working and that our investments have positive outcomes. We can see from the study that homelessness disproportionately affects people of color and the LGBTQ community. We can see that homelessness is dynamic and shifts and moves. That people in San Francisco have longer lengths of homelessness and is relatively remarkable that we have stayed at the 1% number considering the increases from the surround community and is a testament to the hard work of our community.

Raph that was very informative Emily and have a question about your analysis and the comment that we are seeing improvements in areas that we have invested. And over the last few years we have definitely seen an improvement in family funding and especially Rapid-Rehousing. But we have also invested a lot in adults most notably with the navigation centers but we are not seeing the same impact there. Do you have any thoughts on that?

Emily Cohen- I think that we have seen an increased in our chronic and street population and that is consistent with what people feel. The Navigation Centers have come in pretty late into this equation and we have not quite seen the impact of them. As Jeff mentioned earlier it is really about the housing. That Navigation Centers are important to bring people in off the street, but it is the housing resources that start to bring down that number. It is an area that we have work to do but that we have some strategies to accomplish it.

Kim What are some of the theories as to why other counties and Alameda may have experienced such high numbers?

Emily Cohen- One is that they changed their methodology which is one that is more consistent with ours. Alameda County also does not nearly invest the amount of resources that San Francisco in addressing homelessness. There is also a rapidly shrinking amount of affordable housing in Alameda that is disappearing. If the question is do our folks go to Alameda County? Within their PIT they ask the

similar question about where were you before you became homeless? The response was that 80% were housed in Alameda before becoming homeless.

Sophia Isom- Can you give some of the strategies and resources that you feel have helped families and youth? I think on the family side it has been the fairly substantial investment in the Rapid-Rehousing and so we are not only housing more people but also housing people more quickly so that they don't add to our chronic number. And with youth again I think we have increased spending by 17% and that has primarily gone to permanent support housing.

Ralph- Some of the numbers around public health are kinda startling. I was wondering about the new department and the incorporation of the Department of Public Health how these might change?

Emily Cohen- Access to healthcare is incredibly important as you can see through this data. We are continuing to work with the Department of Public Health to insure that the clients in navigation centers on the streets, and shelters have access to health care.

Del Seymour- You have all this wonderful data about black and brown people and how they are disproportionately affected but how can we use those figures to invest in those communities?

Emily Cohen- We know that people of color and LGBTQ communities across the board and with every population are disproportionately affected. So we have to invest in those communities and different systems that affect those communities to prevent them from becoming homeless. I think that we need to work with our broader society to prevent those people from entering a state of homelessness in the first place.

Ralph- I am looking at the causes of homelessness slide...lost jobs...and I am looking at employment services and thinking that we need to be providing people with a living wage. And how we have families who are on subsidies and when those subsidies end, they enter a state of homelessness because they are not able to work and receive a living wage. This is not a true question but an area that there needs to be increased focus to.

James Loyce- I am very interested in the idea of intergenerational homelessness and I don't think that we have a very good idea of what that means or how it impacts our community. I think that we need to have that data as well because when look at other groups who are homeless I bet that they are from two generations past of homeless and that there are certain interventions that can take place.

Public Comment:

Charles Pitts-Jeff refuses to provide any documentation of what new housing we will be providing. There is a report that the average person stays housed for two years and I am wondering what are they going to do about that? I have this paper here from the Street Sheet and it is saying that they are in violation of the Shelter extension policy. It goes back to Jeff and Sam Dodge doing what they want to do to the Homeless of San Francisco. The other thing that the article is talking about is having a male security

guard to tell female clients to left up parts of their garments? Talking about these people being very disrespectful and ignoring how homeless are being abused in these situations.

CW Johnson- I have been recently homeless off and on for the last thirty years. Is there a study that you can make me aware of that addresses the mental health impact on homelessness over a period of time? Also what is the progression of moving people out of SRO's and into a higher level of housing? And then moving people from the streets and shelters into those vacancies? And I will leave my email.

Jeff- I would encourage people to look at the Chronicle article from this past week about the Moving on Program. It provides support for families moving from permanent support housing into the private housing market with the help of a Housing Authority Voucher.

Will Daley- I want to thank this body because we had been running into a brick wall about bringing the shelter grievance policy into the Navigation Centers. SO that is much appreciated. I also want to bring to your attention that the Navigation Centers do not fall under the Standards of Care and all the other Shelters do. I have a question for Jeff about the Dashboard and exits.

Jeff- The number is from people who are exiting homelessness who are not tied to homelessness.

Anewbi- I have been homeless off and on for the last five years. I worked on the Point and Time count and the surveys for the youth. From what I understood the people who took the count did not ask people if they were homeless but instead just went up to people and looked and assumed that people were homeless. I think that we could get a more accurate count if people were trained to ask people if they were homeless.

Tony Parks- What is your criteria for placing people in the mental health criteria about who is mentally ill?

Emily Cohen- People self-identify their mental health.

Amy Fairway- Director of Saint Anthony's Homeless Challenge. Since the policy for stays in the Navigation Center has changed from thirty to sixty days, we have as system that is encampment to navigation center and some people get navigated back to the streets while others get navigated to housing and what we have is a systems gap. It seems like the Mayor and Jeff are focusing on the triage. What we know is that hundreds of people are redirected back from the streets from the Navigation Center. What if the community where able to help with that gap that existed? And will fill that gap of the people who are navigated back to the streets? So that people who end their thirty to sixty day stay have a place to go where they have a reasonably safe place to go. I would like to have a meeting to fill that gap so that we are not shuffling people around based on their numbers but rather giving them reasonable and reliable places to stay. We need to have a safe exit safe for people and cannot recriminalized them.

Del Seymour- I want to thank you for your tireless effort. We need to all sit at the same table and not treat each other as enemies and realize that we are all working to end homelessness.

Sam Dodge- I just wanted to clarify something. Last year around this time the Board of Supervisors mandated the creation of six additional navigation centers and another part of that legislation talked about equitable entrance into housing and equitable entrance into shelter services. When people are within the Navigation Center, they are given the full access to services including shelter reservations and access to permanent support housing.

Henry- I was a part of the youth count in 2017. The overall count was pretty good. There were social workers and providers and the accountability was pretty good. The youth were also asked to do surveys on their own and the and those were not so good. I propose for the next count that we have interim leaders in the Youth Community and who are in regular meetings with the YPAC to conduct those surveys and to have a liaison manager to make sure that there is some accountability and holds to the methodology of interviewing every fifth person that is encountered on the street. I would suggest that the Board relies more on the numbers from the local police department and the local non-profits.

Kelly Culter- Coalition on Homeless- There is a new Navigation Center on South Van Ness and we need more resources, but that is not really the issue that I want to bring to your attention. The issue is more about the implementation, because there is a big focus and lead with SF Police Department and getting people into the Navigation Center. I am having déjà vu with how we handled Pier 80 and Division Street because it filled up really quickly and there were people still needing and wanting housing and shelter. There is a targeted area and you can only get into this Navigation Center if you are in the targeted area.

Alejandro- I wanted to share my experience of SRO's and specifically single adults. I wanted to give my observation on why this number has not changed so much. One of those things that I think needs to be changed is having case management of site, as well as security staff and property management. There is a huge disparity in what mental health training and sensitivity training among staff and buildings. We can't take a person who has been homeless for ten years and then expect them to succeed without any support services. That directly relates as to why many people do not succeed once they are homeless. Also I wanted to speak about the Moving on Initiative every day I have to work with clients and how clients are not able to finding housing and move from SRO's.

Ali- I am the Youth Program Manager for HSH and have the coolest job within the Department Part of the reason that I say that is because I work with the YPAC. Just as a reminder the YPAC was formed by the local LHCB back in November and started because with were applying for the Federal Youth Demonstration Grant. The goal of the YPAC is to provide youth a time and space for youth who are homeless or experiencing housing instability to have their voices heard. Also to communicate with them about what I am working on and what the Department is working on. Today the members will give an update.

Zack- I wanted to talk to you about the youth homeless demonstration project. We have had three planning days. We have used them as a platform of what is and what is not working. We finished the community draft plan that was completed two weeks ago. We talk a lot about what we want to do with money. The best part of the meetings is finding out what is working and what is working and having dialogues with City officials and providers. Some of our members are going to DC as a part of the team

attending the National Alliance to End Homelessness Conference. We want to collaborate with other Communities that are receiving this funding to see what they are using it for as well as to share our ideas.

Ali - I know some of the young people already shared their feelings on the PIT. The young people wanted some improvement in Methodology There was a disagreement among youth about the PIT and reported decrease in youth homelessness. That what they are experiencing and seeing does not reflect a decrease in numbers. Would strongly encourage to include what people are feeling and experiencing as a part of the report. When I shared the report with them I wanted to have them speak on what the numbers about them meant to them and have a time to reflect on them.

Henry- Am here to talk about the prioritizes that have been discussed at our YPAC meetings. Storage for personal items because the Department of Public Works will throw those items away. We propose having mobile crisis van's where youth can store their belongings while they are at school or work for youth. Youth also have an issue with finding places to sleep. That the shelter system is over 90% occupancy and Larkin Inn is in need of renovations because they do not have male or female bathrooms that drain properly. Request for drop in centers that are open 24 hours and over the weekend.

Charles Pits- The Shelter Monitoring Committee does not have any enforcement ability so all they can do is report. The other thing is hiring practices and what protections we have about violent criminals being hired in these positions. What prevents providers from hiring people who are pedophiles. We need some kinda of service certification and how the staff is supposed to respond to violence.

Mary Beth -Larkin Inn. I wanted to thank the TPAC for their thoughtful presentation and for them talking frankly about those things that were working and those that were not. I wanted to address several of the comments that were made. We were able to secure a funding source that will make the shelter much more comfortable. We have also gained funding to expand our behavioral health team, and we acknowledge the need for additional 24 services that are targeted to youth.

Kelly Culter- One thing is that the Homeless Youth Alliance is homeless right now and no longer have a building. They were and organization that used to provide drop in and showers in the Haight. HYA was also an organization that worked with youth and had a drop in center.

Ralph- Did they lose their funding source?

Kelly I believe that they lost their lease.

#### General Public Comment

Amy- I know that when I spoke earlier Jeff was not in the room and I want to clarify that I understand the Board of Supervisors policy , but that I have identified that there is service gap. It is not about getting into a fight with the City. So we have encampment, navigation center, and some percentage of those people need to exit. And there is a service gap somewhere in the middle about where we provide safe and secure options for folks, sleep, storage, and access to sanitation without criminalizing people. If the City is not interested in this middle to provide services that it is up to the people and advocacy

groups to fill in that middle. We need to be clear that there is a service gap. And to be clear if the goal is to break encampments into groups of 5 or less, we can do that. It's about people power. But don't think that will fix the problem as is.

Charles Pitts- I stuck on the shelter extension policy that says that does not apply to the Navigation Centers. You have a shelter extension policy that says a person can be in shelter for 90 days and then a navigation center policy (which or shelters under the administrative code) that has stays at 30 days. We are paying people to dehumanize homeless people. The security guards are telling women to lift up their garments and why are we tolerating this. Why is he ignoring the citizens?

Jeff All shelter staff are required to take a training done by the city. And all providers engage in background checks before hiring. Again tis is an issue around quality- control and moving forward there will be a training done by the city for all staff. One way that the City can assure that there is being handle to our is satisfaction to do trainings for line staff. I do not have a timeline but is something that we are planning. Also I did want to mention that there are a number of bodies that monitor and can hear grievances and accountability does exist within the system.

Ralph Payton- Meeting adjourned.