

Local Homeless Coordinating Board
Full Board Meeting
Minutes
August 7, 2017

Ralph Payton: Let's move on to the next agenda item; it's the standing agenda item from the Department of Homelessness and Supportive Housing.

Emily Cohen: Good morning, I am Emily Cohen with the Department of Homelessness and Supportive Housing. Unfortunately the director, Jeff Kositsky, will be unable to attend today. We have a very important agenda with some very important Continuum of Care information, so I will be brief. I will defer my time to the next agenda item.

Del Seymor: Hi Emily, I want to ask you a question because there have been a lot of community concerns around the new resource center that is being proposed in the tenderloin. I would like to ask you to publicly advise that you will have additional meetings on that.

Emily Cohen: Thank you very much for bringing that up. The proposal for the new building at 440 Kurtz Street is proposed to be the front door for HSH services. We had an initial community meeting this past Thursday, and it was well received. We will be hosting a second meeting on Tuesday the 15th at a site to be determined, but it will definitely be on the evening of the 15th. We are definitely in the community engagement process and are looking for voices and comments from the public and the community. We have heard a lot of great ideas from the community and want to continue that dialogue. There is the meeting on August 15th.

Ralph Payton: I am glad that the dialogue has begun and continued with the community. As you can imagine, the board has received a lot of community feedback from the proposed location. I am happy to hear that we have a full and engaged community process that is slated.

Del Seymor: The board has been discussing this, and we will wait for Jeff to come to the next meeting so that we can go a little deeper because this is the local Homeless Coordinating Board and we should not be reading in the paper about what is happening in the community. We are part of the board, and we are volunteers, and we should not be reading about things in the paper. Other citizens are coming to us in the community to ask what is going on, and we have to pick up *The Chronicle* to understand what's going on; that is nuts. Sometimes it does not feel like we are even on your Rolodex.

Emily Cohen: Yes, you are correct and that is something that we need to reestablish so that the board is well informed of things that are going on within the community and that you are in position to be able to be a part of the dialogue.

Ralph Payton: For the next agenda item, we have a presentation from Homebase Center for Common concerns.

Natalie: I've been working with HSH and the providers within our community on the completion of the Continuum of Care notice-of-funding-availabilities applications. Today I want to give you a quick overview of the application, the amount of money that is available, and the timeline for the application. Some of you may already be familiar with this, but on July 14th, HUD provided its notice of funding availability for Continuum of Care. This year, San Francisco can expect to receive 33 million dollars. Last year, they supported over 55 local projects within the city, so funding in is divided into two tiers: tier one and tier 2. Tier 1 projects are most likely to be funded. There is tier 2, where projects in this section enter a national competition to be funded. Tier one is where the majority of the funding is located. The rest of the funding is in tier 2 along with a housing bonus. The application is open to any nonprofit and state or local agency; we really put it out there to encourage new applicants to apply for funds. On July 31st, we had a bidders' conference that was held in the San Francisco Public Library. We were very pleased that we had people representing all of the agencies that have received funding in the past year. All provider applications are currently due August 14th, which is next Monday. Currently, people are working hard on their applications. After those are submitted, there is a rank and review panel, which will create a preliminary ranking that will be sent out to providers. Some will have a chance to appeal, and the final ranking will come out on September 8th. That is the ranking that will be voted upon by the board. The final COC application is due on September 28th.

Del Seymour: I want to know what efforts have been made to encourage new fitters.

Natalie: Sure, there is a complicated process that requires a lot of information, and so what HSH does is to send out information via list serve to encourage new applicants. Additionally, information is posted at the San Francisco Public Library, and additional emails are sent out to the community. It is an extensive process that HUD requires that we do so that the community is aware of the application. There are a number of new things that have come out this year that we are very excited about. 2 new project types have been announced. The first is called dedicated plus, and the other is called joint transitional rapid rehousing. Another thing we are very excited about is that the submission of applications will be different this year. Projects will be able to import data from previous years into this year's application. We are excited because we think it will alleviate some of the burden of applicants for this year's application. Along the way, homeless will continue to provide technical assistance. We are excited to continue to support everyone.

Public comment

Karen Grunisen: My comment is tangentially related to the Continuum of Care. You may remember that the employment and vacation occasional programs were to be defunded through the competition, and this had to do with HUD's priority and housing. The board later asked for the city to backfill those programs and the city yet. The city said that it would be offering an RFP, and it did—the idea being that providers could to the Human Service Agency to receive those fundings. The city would have 1.3 - 1.4 million dollars for those programs. Vocational services are very important to end people's experiences with homelessness in the city. The city

has only given \$300,000 of that money. I thought it was important that the board know what has gone on in this process.

Ralph Payton: I will go on record saying I agree with what you say and have spoken several times that employment services are very important and we need to start looking at living wages for our clients.

Del Seymor: It came as a surprise to me as well, and I will follow up. Are you suggesting that the board follow up?

Karen Gruneisen: I think that it would be important to understand why these important services have not received the funding and that a very good explanation be given. There are numerous providers who applied and plenty of proposals, so that's not the problem.

Cindy Ward: Find the manager of the Family and Youth Services here at HSH. Hopefully you had a chance to look at the memo that I wrote about the shelter grievance policy. I was here several months ago, talking about the shelter grievance policy and move from HSA to HSH. There is no vacancy in the board right now. However, what the board is requesting is an amendment to the policy so that the board can nominate its own chair and then send that nomination to the local Homeless Coordinating Board. This body would still have to approve any nominations, but the nomination process would be done by the Shelter Grievance Committee. This body would still have to approve any nomination and appointment to the committee. What is proposed is that the local Homeless Coordinating Board could make appointments to the Shelter Policy Board; however, the Shelter Grievance Policy Board would then nominate its chair with final approval by the local Homeless Coordinating Board.

Del Seymor: I am good with that to an extent. I am okay that they are able to nominate their own chair and then have that nomination brought before the local Homeless Coordinating Board.

Ralph Payton: I agree in spirit with the proposal; however I see the function of the board is to bring potential nominees before the community. I think it is important for this body to be a part of the process, and the only way we can truly do that is to be a part of the approval process.

Cindy Ward: There is no indication the current chair will resign. This is all a hypothetical in order to have a policy in place.

James Loyce: I would suggest that we have the ability to have a presentation—just a general comment from the president—so that we can hear from the chair what he inclusions moving forward.

Cindy Ward: So you'd like the current chair to come before the board; is that correct?

James Loyce: Yes, I would like to get a flavor for what they do.

Cindy Ward: Again, this committee is in charge of procedural processes and makes recommendations on those procedures.

Ralph Payton: Since we are not familiar with the process of the Shelter Grievance Committee, yes I am endorsing that we become more familiar with the committee and what they do. I think we need a little bit more time to understand exactly what the committee does, and if we can invite Scott to come to the meeting and just do an overview of what the Shelter Grievance Advisory Committee does, it would help us become more familiar with the amendment request. Once Scott comes before the board, I think it will be better able to make a recommendation on the proposed amendment that is before it.

Public Comment

William Dailey: Former client advocate and also former member of the committee. I am opposed to the board signing off on who the chair is going to be without any real knowledge of the members and the body. The committee is very much in the process of flushing out its bylaws. It needs a little bit more solid process. The committee is in the process of working on it. I think it will be addressed in the next meeting in September, but I am very much opposed to the local Homeless Coordinating Board signing off on this until you have an understanding of the committee.

Charles Pitts: The Shelter Grievance Advisory Committee is ignoring some central issues, including whether the navigation centers and possibly 44 Turk will be exempt from the grievance policy. The grievance policy is written into the contract and the standard of care, so the Navigation Center is being sued because it is not fine with the grievance policy. About the chair of this body, you pick your own chair and that's what we support. It's not appropriate. The other thing is what Robert's Rules of Order say about who is the chair. I have a serious belief that it is not an outside body. The other thing is this policy needs to be overwritten so it is clear that all of these organizations that are required car the grievance policy. The other problem is the body meets so infrequently, so how do we know what's going on? I need a simplified version to this grievance policy.

Megan Owens: Coordinated Entry Manager that referring as meet for the 1 System. As you all know, there are lots of moving pieces with the implementation of the system. As we move forward, we look forward to having a monthly discussion about the policies associated with it. In that monthly meeting, we discussed the privacy policy for the 1 System. As you know, the one system will be replacing multiple data-entry systems. These systems did not communicate with one another. This will help a lot with our department being able to communicate with itself. This system will be compliant with HIPAA. This means we'll be able to use the information within the 1 system with the Department of Public Health. We look forward to coming in September to enact a new privacy policy for your approval. In August, we'll also be trying something new for you and also having meetings in which we will discuss the data quality plan and improvements in that plan. As you know, the system launched on May 23rd. We just had the first meeting of the power user group. These are people who work with every agency in the system. We are

very excited about the progress and will keep you updated. We have prioritized access in ways that we can support it. Currently, members using the system are members of the hot team. The next group will be current users of the home link system and every provider connected with homeless providers. September 30th will be the start date of the Homelink providers, and October 1st for the family providers. Providers will be invited into the system as their current system is retired.

Del Seymor: I know that we have a new department and wanted to know what you think the role of the board members should be in supporting you in these meetings.

Megan Owens: We appreciate all of your work as volunteers for the community. You're not required for these policy meetings, and I will defer to Charles for policy meetings. The monthly meetings are intended to be an opportunity for the public to weigh in on that subject matter. I would welcome board members and members of your network who may have questions. They can plug in there because this is intended for the community to learn more about the policies and weigh in.

Do we have any in public?

Public comment

Will Daley: My understanding is that there are many nonprofits who have invested a lot of money into the system. What essentially is going to happen is that a lot of information that is valuable about clients will be lost. My understanding is—please correct me if I'm wrong—is that the city is just saying that you will have to eat that. If this is still the case, it is not acceptable.

Megan Owens: I'm passionate about client data systems. We are very committed to helping nonprofits merge into the system. We are also committed to ending the practice of providers giving HFH data to import into the system. We are working with providers for some best practices for the integration. We have half the time of a full-time employee dedicated to the process.

Jennifer Friedenbach: Coalition on homelessness. I suggest that a detailed policy come toward the board because there are a lot of critical issues that are being discussed in this process. It's basically deciding who gets housing and who gets prioritized. There is a lot of detail; I want the board to be insistent that that transparency is there and that the board can really digest things and make recommendations. Otherwise, it's a fake input and you're just improving some really loose language and real decisions are made at other tables. We have a new department that does not have a formal commission, and we don't have a formal process for people to make input other than this body. This body will have an ever-increasing role.

Charles Minor: Morning everyone, I come to you with potentially good news, potentially, seeking a letter of support or an application for the California state emergency-service grant funding that is available to the continuum to use. There is the opportunity for money toward our existing

emergency solutions providers in the form of rapid rehousing providers, so I am seeking a letter of support from the board to complete the application.

Board opens to public comment and votes all approved.

I have concerns about the new department and transparency. The 44 Turk Street project had no community input; thanks to Supervisor Kim, it was halted. The flyer was only in English. There is a large Vietnamese community and Spanish-speaking people, and we get to the meeting and there was no plan. Thankfully, we were able to put the brakes on. One of the couple things about that is I'm a firm believer that people are happier and more apt to make positive change when people in authority give them utility to do so. Homeless people need to be included in the process. To hold a meeting at 5 p.m. and not provide food means you will not get a lot of homeless people there. There needs to be a robust community process.

Ralph Payton: I would like to have regular presentations about what is going on with 440 Turk. I think we need to think about that moving forward.

Mr. Upshaw: I was wondering what's call of homelessness and this board in the future, and I also want to know if anyone knew about the second bill of rights. I started a nonprofit and it is meant to educate people about the second bill of rights, which was created by Franklin Delano Roosevelt. It's great what we're doing, but we need to do more. The second bill of rights states that housing is a right. Education is a right. The right to a good job. This bill is 73 years old and I'm trying to figure out why it wasn't made into law. Very few people know about it. I would like to get on the calendar to discuss it.

Kelly Cutler: I have some questions about the department and transparency. There are still a lot of sweeps happening, and he would like to be in a dialogue about what's going on. We are seeing an increase of sweeps happening—people asked to move along without anywhere to go to. We would like to increase the role of the local Homeless Coordinating Board in helping us with that.

Ralph Payton: We would like to have the department to still present before the board how things are going with sweeps and encampments. Moving forward, if we can get regular updates on encampments and about who's being put into shelters—and for the percentage that is not, what are their outcomes?

James Loyce: I know that the board has done it in the past and want to make sure that we still extend an invitation to the Department of Public Works.

Del Seymor: We need DPH in this room because they have taken on their own battle on the encampments and removal, and it is different from that of this department and different from the compassionate way that we try to operate. We need to get some answers because people stop me on the street about the Department of Public Works, and what are they doing and why are they dancing to their own band? If the mayor's doing it and giving them power, then we need to

have the mayor come here and talk to us about it here. It seems like there are two homeless departments in the city. Kelly, I agree with you are saying and also the policy. We don't have a clear-set policy. There was an article that came out in *The Chronicle* that expands the Civic Center. The homeless Department was not listed in the article. It is unclear what is going on, and we, the coalition, would love to be a part of it.

Jennifer: One of the things that I would suggest is that one of those things that I really struggled with when I was a member was the HUD facet, but also there needs to be some concentration on the agenda and around the director's report might be helpful. Specifically will near genda new policies encampment report. The budget discussion should have had a lot more detail when presented because if there had been, there would have been a discussion about the resource center because if they had, there would have been a discussion about it.

Justice: I'm a formerly homeless person, and I have some friends of mine who came from Detroit a long time ago. They stayed at a place called Hamilton Families, and they talked about the conditions where they lived. They all told me the same thing: that this place is dirty and that the place is really really bad. One of my concerns is that people who stay in these shelters do not get healthy food. That healthy food is a big part of how you will make it through the day. That is my concern and my experience with people in that situation, and I just wanted to share that.

Ralph Payton: I would recommend attending one of the shelter monitoring committees because they are better equipped at addressing this.

Del Seymour: I would encourage you to continue coming and sharing your stories; that includes your friends as well. That is what this committee is about. We just try to get people together and have them share and try to solve our problems, and I invite you next month as well. Thank you.

Charles Pitts: The question has to be asked if the clients at Hamilton are safe to come here and address those issues, or will they be retaliated against? I guess I am wondering if with this 44 Turk are we are opening is another 39 Fell. I was assaulted at 39 Fell by an employee. It seems like Jeff has come in, and we have gone away from the 120-day policy to 60 days, and I wonder who from HSH who investigates the standard of care? Do they investigate it? I was told that they do not investigate standards of care in the shelter, so we are back at the place where the staff have immunity to do what they want. You want to know about Department of Public Works, send out your information request and sunshine request.

Ralph Payton: Thank you so much. Meeting adjourned.