

LHCB Full Board Meeting  
City Hall Room 416  
10/1/2018

I. Introduction and Welcome

Attendance

Excused: Kim Mai Cutler, James Loyce, and Ralph Payton

Present: Sophia Isom, Brenda Jewett, Erick Brown, Kelley Cutler, Del Seymour, Andrea Evans

II. Minutes from September 2018—5 minutes

Del Seymour: We had a good meeting last month and it all worked. We've gone with the meeting. Would someone want to make the motion to accept these minutes?

Sophia Isom: I just want to indicate the high while it's slight, very minor edit.

*Minutes approved with a unanimous vote.*

III. Department of Homelessness and Supportive Housing (HSH)

Emily Cohen: A new state funding opportunity through the homelessness emergency assistance program. Through the state budget process this year, the state allocated \$500 million in new resources to address homelessness through the homelessness emergency aid program, HEAP. The purpose of providing one-time flexible financial assistance to local communities to address homelessness. The funds were really intended to create a flexible spending pool so the communities around the state could implement rapid responses to the homeless crisis in their communities. This point it is one-time money and we are challenged to spend these resources on flexible and quick interventions to address homelessness in our community. One other provision outlined in the budget language is that a minimum of 5% of the funds are required to be spent on youth programs.

San Francisco is set to receive just under \$27.7 million. We are proposing spending these resources on operations at existing navigation centers, adult rapid rehousing, youth rapid rehousing, operations and capital for the youth Navigation Center, and additional needed capital for shelter.

About 60% of these dollars will be spent on TAY programming, so far and above the minimum of 5% that is required. 40% will be spent on housing through the rapid rehousing programs for both TAY and adults, and 60% will be spent on shelters and navigation centers for both TAY and adults.

There is a second funding program that was also created during the budget process, and this is the California Emergency Solutions and Housing Program. We anticipate we've exceeded \$1.6 million out of a total of \$53 million for these funds-- coming to San Francisco. And we propose spending these funds on flexible subsidies and services to support standard-type housing in our community.

We took public comment on those plans at that time. There seemed to be very widespread support for this funding plan from this funding committee but, again, wanted to bring it to the local board for your input as well. So, thank you very much. I'm happy to take any questions from the board.

Del Seymour: I'm just questioning how we've got to go through the city. What population do we give the most money to or the least money to?

Emily Cohen: We know TAY was a priority, given that we are underspending on TAY across our programs, but we also looked at where our gaps were. Where did we need to invest funding in order to meet the goals that we had lined up in our strategic framework.

Sophia Isom: Can you give a few specific examples of what type of services the funding will be used for?

Emily Cohen: So the Navigation Centers is a big bulk of that, so that would be operations. So the meals, the physical beds and physical location of the shelter, but the onsite social services as well. In terms of the support housing services that are coming through the CESH program, those will be housing stabilization services for folks that are placed into housing.

Brenda Jewett: What percentage of the funding will go to Rapid Rehousing Vouchers?

Emily Cohen: It's the 40% of the 27 million that was coming to the community through this program will be spent on rapid rehousing.

Del Seymour: So these navigations here is already funding through the mayor's office to the HSH? So this additional money, you've already made out a budget to operate these navigations so for this fiscal year you're adding an extra one million dollars that's not in the budget. I mean it hasn't been projected.

Emily Cohen: We knew this money was coming. And so this was planned on.

Public comment

Joe Keenan: For the budget, it looks like the budget's going to people within that agency that are adults in the navigation centers, how about adults in shelters? What money is going to help them?

Emily Cohen: I don't have the total breakdown but a portion of the 4.7 million that is for capital for new expenditures. A portion of that will be for a new shelter as well. There is not funding in here for increased enhancements to shelter services for existing shelters but this is about expanding it.

Joe Keenan: The follow-up is about TAY navigation and shelter replacement. Are we building new shelters for TAY only or is this just for adults?

Emily Cohen: So the replacement shelter will be for adults and families, likely are for a adults and families we're looking for appropriate sites for a new shelter. And then the navigation center capital will be for TAY but some of the navigation operations will be for both adults and TAY.

Del Seymour: So that last count of 4.7 million is not only for TAY, is that what you're saying?

Emily Cohen: Correct. It is for a TAY navigation center and an adult.

Del Seymour: Do you know what the breakdown is?

Emily Cohen: I don't off the top of my head.

Maribel Rodriquez: I'm just wondering what the criteria were for dividing this money? And why the family systems do not receive any?

Emily Cohen: So the replacement shelter that is listed, would it be a replacement for First Friendship, and would be for adults and families. So that covers both of the needed shelter replacements.

Maribel Rodriquez: So just that I'm understanding correctly, the 4.7 then is divided between TAY, adults, and families?

Emily Cohen: If the appropriate site found, yes.

Maribel Rodriquez: Can I ask what an appropriate site funding-- how much funding is going to the appropriate site?

Emily Cohen: I don't have the breakdown between the shelter site capital and the navigation center capital in front of me today. I can get that, but I don't have it with me.

Patsy Ferguson: Are shelters still closed and the people have to leave during the day? And I had heard during the election that was going to change. And is that going to change? Could this money be used to staff the shelters? I have a son who's occasionally homeless.

Emily Cohen: So the only shelters that are closed during the day are shelters that are operated out of churches, so that have alternative uses during the day. So First Friendship being one of them, Providence being another. MSC is open during the day. So the shelters that have the facilities available are open during the day. The shelters that are in churches aren't able to be open during the day. And that's exactly why we're looking for this replacement site. So we have two shelters that are in churches, where they're not able to function 24/7, and we know that that's a big part of what makes the shelter work for people. And so that is something that we are looking for in a replacement site.

Public Comment- Randy: I guess I have more of a request than a question, which is, I think for the public it would be really helpful since \$28 million is about 10% of the budget. It would be really helpful if your department could communicate more directly how the money and how the capacities are going to alleviate the suffering of the homeless community. If the total appears, if we're supposed to add up those numbers, there's an increase in capacity of 450 beds. But if those other slots are rapid re-housing, and those are intended to prevent homelessness, that's a different category, and it's important to make that distinction and really connect these things quantitatively for the public.

Emily Cohen: The slots listed in the right-hand column are new capacity. So we anticipate that 60 homeless adults will be-- we will be able to end their homelessness through rapid re-housing with the \$2 million allocated on the adult rapid re-housing line. For youth, we estimate that we will have 280 slots for currently homeless youth to be rehoused using rapid rehousing. But those are the number of slots that we will have. And we anticipate that the replacement shelter would add about 50 beds on top of what it would be replacing.

Del Seymour: No duplications and no people that are-- you're preventing homelessness?

Emily Cohen: No, this is not prevention funding. This is rapid rehousing to end homelessness for folks. And navigation centers and shelters. The only thing that isn't new in here is the ongoing operations costs and the state navigation centers. So this is to supplement what we have in place.

Brenda Jewett: Can I ask you, how long until they give the rapid rehousing vouchers? What period of time does that extend to? And how long will they be able to access those?

Emily Cohen. So these are client-specific. So not every person who gets rapid rehousing gets the exact same length of time. I know for our families this is about 15 months to a year is what families typically use, and I believe that we're aiming for about a year of assistance. I'd need to talk to our programs team to know the exact duration of each of the subsidies.

Karen: I'm curious how the funds are being allocated to address the fact that one of the largest groups of homeless is over the age of 50. And also, is this going to at all help with some of the building restrictions? And then also, is this at all going to help with not criminalizing people who are forced to sleep on the streets?

Emily Cohen: Seniors will be served in the adult rapid rehousing and in the adult shelter that will be funded through this project. These are not senior-specific funds, but seniors will be welcomed and served in these programs. I would say that absolutely having more spaces for people to be inside ensures that folks are able to avoid any negative situation that takes place on the street. So the more beds we have for people inside, the more opportunities they have to successfully follow the rules.

Some of the restrictions on building codes and things so that people can open up more spaces on their own property so that more rentals will be actually available. I think that's a great point. It is outside of the scope of these funds. These funds are for homeless emergency assistance but there's definitely work being done. And actually what I do are state policy updates later in the agenda. I can let you know about the Supportive Housing Streamlining Bill that was just signed by the government. So there is some good news on that front.

#### IV. Shelter Grievance Advisory Committee (SGAC)

Scott Walton: I want to thank you for your time at your last meeting and selecting three members for the Shelter Grievance Advisory Committee. We were able to get a quorum at our September meeting. That was very helpful. And to that end, we are continuing to recruit. So I wanted to bring-- with the help of my co-worker, Ali Schlageter, I wanted to bring some recommendations regarding the TAY consumer seats, which you did not fill at your last meeting.

As a background, we, the Committee itself can have between 11 and 15 members. It currently has 11 seats including the TAY consumer seat. The Committee, after much discussion and welcoming its new members, decided it wanted to recruit two additional at-large seats and wanted to bring to you the recommendation that the TAY consumer seats should come from a member of that population to some discussion you had last time. Because of those choices on the part of the Committee, we wanted to begin recruitment so we had plenty of time to recruit. Our goal is to bring to your November meeting any candidates for the remaining open seats.

On that one, we only describe the TAY seat as what TAY serves because we wanted to wait for this meeting. If you care to set the eligibility requirements for that seat, then we'll update this outreach flier. Also, so that you know since there were quite a number of great candidates at your last meeting, we've been in touch with all those candidates to let them know we're still recruiting.

Ali Schlageter: Manager for the programs for the Department of Homelessness and Supportive Housing. And as you know, one of my roles is to Youth Program Manager is facilitate the YPAC, the Youth Policy and Advisory Committee. At the last YPAC board meeting, you guys gave them the opportunity to give

recommendations on the eligibility criteria for the TAY seat on the Shelter Grievance Committee, so first, thank you for giving them that opportunity.

I think it's a good best practice to have young people's voice and make them have an opportunity to be heard and also make it legit and give real input. So we had a meeting, our monthly YPAC meeting on the 19th and this was an agenda item. And through some really good discussion and some back and forth, some strong dialogue, the following recommendation has been made to you guys for the TAY seat that it should be filled by a youth aged 18 and 24 years old or within two years of receiving TAY Homeless Services. So that would be additional criteria for within two years of receiving TAY Homeless Services. In essence, that could extend the age to the seat to be up to maybe 26 or 27. And young people have actually debated back and forth about extending that even further out.

And then we also just had some good suggestions that they know can't be written into the requirements, but they want to suggest that the seat also be filled with somebody who has the living experience of homelessness, but also has access to peers who are currently living on the streets or in the shelter.

That network and that momentum of that group voice is important to them, so they think that's helpful to have the person who's seated here. And they also were requesting that an established number of the Shelter Advisory Committee provide some support and mentorship to the person who holds this seat.

Young people know the value of their voice, but they also know there are a lot of bureaucratic processes that they haven't been exposed to. So that mentorship, I think, would set them up for success, and they were all on board in requesting that suggestion move forward. So again, thank you to having YPAC participate in this process, and hopefully their recommendation passes.

Scott Walton: So it is your prerogative to establish the eligibility criteria for that TAY consumer seat. At this time, we have that seat open plus two at-large seats. And to the recommendations that Allie just shared from the YPAC, we had already passed on the idea that we seek out a mentor or support for whoever is selected for the TAY consumer seat to the leadership of the Shelter Grievance Advisory Committee to get that thought underway.

Our next meeting is December. And again, the eligibility criteria, if you establish further today, will be updated on the flyer with the idea that we would be seeking applications by October 26 so that we could bring any candidates to your November 5th meeting. So we ask that you consider establishing those eligibility criteria as suggested both by the committee and also by YPAC.

Del Seymour: I have no problems with the TAY consumer seat being age restricted. My concern on the board, on the entire board, is race and gender. And we had this discussion a few months ago, and I haven't seen an effort to recommend or advocate for that. Maybe I missed something, but how is the board looking?

Scott Walton: Yes. There was discussion at the last Shelter Grievance Advisory Committee, and it's one of the reasons that they wanted to go only with two of the remaining four open seats at this time. There is, among the 11 currently seated, there is one person who has been very active, but has not recently been active, and so there are a lot of attempts being made to outreach to her. And she brings both experience and diversity to the committee, and then they felt that they wanted to see what came of the recruitment and leave two more seats that could help with that. But we have been pushing this announcement out to as many community groups as possible and are continuing to do that with the

idea that the committee itself agrees that they want to be as diverse and representative as a group as possible.

Del Seymour: I would like your ward to look like this Board. In fact, we're the most diverse board of the many in this building by far. So I would sure like to see that extended because there are a lot of women homeless, I mean, a lot of people. I, I've just read a report on this board and examiner that the African Americans made about 40% of the homeless population. So that should be reflected on that order as based on this one.

Scott Walton: So the committee is aware and our recruitment can do that and I also want to underscore that since you select the people for the committee, if you would like more diversity among the candidates that are brought forward, you do not always have to fill all the seats. Our form is based on the active seats. But then, as I said, the committee was interested in bringing seats forward in a staged process so that that could be one of the issues that could be addressed. So I think the committee is agreeing that it shares with you that concern and also that there are withdrawals that both your selection of candidates and our recruitment efforts can help create that.

Del Seymour: Okay, thank you. I mean, I don't think either you or I or this board wanted to oppose the situation. But we do want you to make a little actual effort in your recruitment, I would really appreciate that. Otherwise, I'm good with this.

Andrea Evans: Thank you. I just have a question as to the suggestion that was made that the TAY has so much experience. I don't know why we wouldn't be able to put that into the requirement if the board wishes.

Ali Schlageter: The suggestion is just a reflection of the dialogue and the language that the young people were using. I think since there is no definition of a consumer, they were just highlighting what was important to them.

Andrea Evans: I agree that it's important and I think for some of the other seats, we do have that requirement embedded in it. So I think we should have it for this seat as well.

Scott Walton: I think it is what is implied by the consumer seats. We've looked for that for both the family and adult consumer seats that you've already filled. So that's fine. I like that it's put in words by another group for you because that can then strengthen it as you consider candidates when they come forward. I mean, as was stated last month, you had a great pool of candidates and so those kinds of nuances may help make decisions as you go forward.

No Public Comment

Erick Brown: I make a motion to accept.

Sophia Isom: Second.

Passes unanimously

#### V. Healthy Streets Operations Center (HSOC)

Sam Dodge: Sam Dodge, Public Works, I'm the liaison officer for the Healthy Streets Operation Center. The main programs involved are Department of Public Health, HSH, SFPD, Public Works, 311,

Department of Emergency Management and the Controller's Office. And the idea is to create a unified protocol for when there's calls for service and other joint actions involving street homelessness.

We're receiving about 2,000 to 2,500 requests for service a week. About 70% of them are able to be responded to within 48 hours. We're averaging weekly shelter placements, 34 navigation center placements, 30 and lead referrals. In July, we worked to expand the HSOC queue. This is where the 311 requests come in directly to and we have dispatchers from Department of Emergency Management and Public Works helping to evaluate the requests and to dispatch appropriate parties from all the different participating bodies.

This is coincided with a change in the 311 app to eliminate certain requests for service that were not being responded to correctly. And to get information from people when they are reporting encampments so that it can with a response. And try to cut down on duplicated or false requests and sort of derogatory requests. If you're on the receiving side of some these requests. They can be just error fields, I'll say, like feces request and a picture of a human and stuff like that and trying to eliminate that kind of gamesmanship.

In July is when we expanded the operation hours for the Healthy Streets Operation Center to seven days a week, 7:00 AM to 11:00 PM. And about a month ago we worked again with 311 to expand the number of requests that are coming in because there was some leakage, people would do, say, a blocked sidewalk and they were referring to encampments and homelessness and so that about doubles the size of the 311 requests that were coming in about a week ago. So we continue to kind of work and refine and improve the response we're given. I just wanted to recap a couple of recent joint work.

We worked together in the Embarcadero Plaza in August. We expanded the deadline for that twice to accommodate more time to work with people experiencing homelessness out there. As an initiating starting point, HSH did a survey along the waterfront from the stadium all the way to Fisherman's Wharf and found that, at one point, 92 people were experiencing homelessness around there. It's clearly one of our most impacted areas in the city. And the outreach workers were reporting people with pretty serious health conditions and focused Embarcadero Plaza where, over the time period of the month, there was around 42 unique individuals found there. HSH was able to place 27 people into navigation centers and other placements before we wrapped up that operation.

In September, we were working closely with District 8 and focused on Dolores Park area and were able to host a health fair and church and market where 64 people were able to come in. Over 30 people got medical attention, including and some people that were out of care on their AIDS and HIV medications. 12 people were able to be placed into a navigation center out of Dolores Park area before that was ended.

Some of the other work that we've been doing at HSOC is to work on a client-focus list. All different departments are out interacting with people on the street. And there was a feeling that some of these clients were missing from both outreach and from sort of medical records, the sort of high-utilizer search that DPH focuses on. We've been able to identify 20 individuals and these were found to be individuals long-term homeless greatly needing care but that were not being picked up on other lists and so were able to work together.

So this is officers, beat officers, frontline workers from the public works and they're able to refer people to the DPH and HSH. And where they work with them, confidentially, and do planning, they meet weekly with the Film Institute. Their running program is for DPH and HSH to make sure there's a coordinated plan for their care.

I also wanted to highlight that we had a meeting with Coalition on Homelessness, where some of the leaders from HSOC came to the Saint John's church at Julian and 15th and met directly with organizers and staff of the Coalition along with clients that were street homeless and they were reflecting on their experience and what they see on the street. It was a great diversity experience, but there were important takeaways that we got from there.

One was that the clients were expressing the need to clean and do it in a respectful and important way and that needles and debris in the way of students and the general public was not something that they wanted to be reflected upon themselves and they knew the value of that, and they also knew the value of needing to clean the city and kind of resolve encampments, but the very important part without saying is that they were saying that some of the protocol was not being followed through in their lived experience and that was very important at least for me in the public works.

We took it back and did an all staff training on the bag and tag policy and on the rights and responsibilities working with people on the street and I know that some of the SFPD also took it back to their weekly training where they're getting trained by usually public health programs and experts are training all the officers that are in the frontline of homelessness and they address with the concerns that were being brought by people at that meeting.

Del Seymour: But I mean it's amazing that people that you interview at the same jobs only came up with those problems, and as I walk the streets and go to community meetings, everyone is telling me, "Why is the homeless response a police matter? Why is the homeless response of part of a public works matter?" That's the elephant in the room that no one has ever told me that why isn't this HSOC center at the HSH and why is that basically three more months and it's a pollution problem? That's the question that I get 10 times a day.

Sam Dodge: Well, I mean all these departments are involved. I mean we need to start from that point where there's a lot of intersectionality when it comes to the street, there are laws that are on the book, there are officers that are responding, and part of HSOC was to coordinate that response and take it out of district station in a more dispersed unaccountable response and try to create some accountability.

Del Seymour: Well, we just see this flagrant-- we thought we had the policy agreed on in this room some months ago, many months ago that the police would stand by in parks in camping incidence, and now the police department itself is becoming a major player in this, and, again, that's the question I'm getting from everyone. Why is the homelessness becoming a police issue? I can see that there was some violence and some confrontations. Sure. Come on in and do what you're supposed to do to maintain your peace. But, otherwise, I just don't see all of the money that we've got in HSH and why aren't we doing it?

Sam Dodge: Well, I mean I think that I could defer to HSH about their resources and the amount of calls and the calls of services, the volume that I was expressing, like 2,000, 2,500 a week, and the sort of personnel that would need to respond to those sort of requests within the sort of agreed upon response times. I think part of this idea is to really stretch out the narrow resources that we have in DPH and HSH and to make sure that we're responding and then triaging back and getting the right people out to the right situations.

Kelley Cutler: So I have been looking at the Healthy Streets Operations Center weekly 311 resolution summary that I received from DPW and, first off, I'm wondering why we're not receiving that because this actually breaks down the calls, who's responding, and what's happening, and it's a massive amount that is a massive amount. And so it we just need to be real about this and honest about what's actually

happening and the calls that are coming in because if you simply go to the numbers of how many people, how many resources we have available, and what's really going on there.

Sam Dodge: Yeah, that's exactly what I'm talking about. The 2,000 to 2,500 calls a week. That's a combination of 911, 0123 - that's the police non-emergency - and 311 request. And it is tremendous. It's a lot.

Emily Cohen: And specifically what the response is from HSOC, okay, because I understand the reality that there are limited resources. But what is the response? And so I think it's really important for this information to be coming here because we're hearing about other data but we're not receiving this data what's actually happening in HSOC.

Sam Dodge: Well, I mean, I don't know that's exactly the data I'm talking about. Maybe I need to be more explicit about what those calls for service are.

Kelley Cutler: There's a weekly 311 resolution summary and that would be helpful.

Del Seymour: And so this is a 311 automated report. I think it's helpful. If you guys would like to be added to it, I'd like to add you to it.

Del Seymour: I made I would think would be a positive call to 311 a couple days ago about-- there's a hotel at 111 Mason called the Bijou Hotel. The neighbors installed 17 sprinkler heads. 15 feet up in the air and discouraged homeless from standing in front of their building. Massive waste of water- a total disrespect for the homeless population. It's a safety hazard. You can't walk down the sidewalk to get by. Where would that call have been-- and I made it to your department, DPW?

Sam Dodge: That would go to our enforcement and outreach. It wouldn't go to our street and environmental health.

Del Seymour: So you won't count that as a complaint if there's homeless?

Sam Dodge: No. That wouldn't go into there. So I'll tell you the categories that are being captured right now. Encampments with people. So this is for this week I would say. I just got this Monday morning. It's like an automatic report. So encampments with people, 1,119. Bureau of street management, request for services to block sidewalk, 117. Loose garbage, 71. Now, this would be because in the notes or in the phone call they mentioned homelessness or encampment. Cart pickup, 53. Human waste, 26.

Again, it would be because they mentioned something being tagged. Boxed or bagged items, 16. Same thing. Encampment without people, 12. Transit shelter platform where they mentioned homelessness or homeless debris 10. Mattress, 9. Furniture, 8. So those were the different categories which the request came in, but in some way in there in the notes or others, they mentioned homelessness.

Kelley Cutler: So the top one had how many? Can you repeat that number?

Sam Dodge: 1,119. Some of those are duplicated.

Kelley Cutler: Okay. But compared to the other numbers--dramatically different. And so from the city's response of who's responding, what are the numbers like for each outreach orders and for encampment resolution? How many encampment resolution staff people do we have?

Sam Dodge: Oh, yeah. They're not going to-- they're often standing back, and they refer it back. So I'll say this too. Because a lot of this is for-- its self-described as encampment of people, but in actuality, it's a lot of someone who's laying down, resting, and not with tremendous debris or anything like that and so the gone-on-arrival rate, where someone goes out and there's no one there anymore, is very high. So it's around 30 to 40 percent.

Del Seymour: Well, what's the response time? I mean, if you go there the next day there's a good chance that he's gone. Are you getting there within hours or something?

Sam Dodge: It depends. It all depends. Like I said, there's 70% are responded to within less than 48 hours. That means 30% more and, usually, at AE time it is right.

Kelley Cutler: Are you going to have to leave? Because I think it actually would be really important for you to be hearing the other presentation, as well as the public comment and--

Kelley Cutler: The board meetings we were very clear about wanting to have different representatives from the department. So Del asked for Commander Lazar, and I think even Mayor Reed. And so you're here, and if you're having to leave, that's really not what we've been asking for and to have a real dialogue and discussion about that.

Sophia Isom: And I just wanted to add that what we really want to get to is where your opinion on what's causing the big disconnects between best practice and what's really, really happening out there.

Andrea Evans: So it was 2,000 to 2,500 calls a week, I think you said? How do you prioritize those? What is the--? Not responding to them all.

Sam Dodge: So the Department of Emergency Management that we had-- the manager who's their dispatcher for DM's pre-season manager and so they have a sort of prioritization based on urgency and, sort of, critical needs. But then, also too, we're looking at all sorts of these requests. If the 311 has a picture, that's not been very helpful to having to prioritize. But it depends on resources, locations of people. We try to get to all of them but, yeah, I mean, that's--

Andrea Evans: Are there any written criteria that you use?

Sam Dodge: I can try to get the criteria that they're using and bring it back for you guys.

Brenda Jewett: Sam, is there any information about how much this are mental illness or calls about critical illness?

Brenda Jewett: It's not broken out in our data that we're receiving but anecdotally, and talking from the first responders, there is a lot of mental health crises that we're experiencing. And so that's why we're really happy about this idea of getting clients that we're repeatedly finding that are far out of care and very much needing mental health services, and able to refer them directly to the right people within DPH, and the right programs, and make sure they're following through with that.

Del Seymour: I want to ask you to go back to your department and we'll get a letter forward to request that your department attend one of our meetings. I know he's an important, a very busy, man but everyone in this room is important and very busy. This room here, you see it's sold out. This reflects people's concerns, city-wide concerns for what your department, DPW, is doing and why they're doing what they're doing. And we just want to know. I mean, we're here every, for this hour or two hours a month. And these citizens, the other places they could be but they have a concern for our brothers and

sisters off the street. So if you could share that with them, and we'll make it whatever month that he's able to come, but we would love to see him here before the 16th.

Del Seymour: Let's take a vote of a motion to combine these two public speaking events-- the two agenda items. And have one public speaking after the second item. So it'll be Sam's presentation and then Jennifer's presentation, with the public comment immediately after Jennifer's presentation. That the deal?

Del Seymour: Okay, so let's-- make a motion.

Brenda Jewett- Motion

**Unanimous vote**

VI. Coalition on Homelessness— 10 minutes

Jennifer Friedenbach: Executive Director of the Coalition on Homelessness. What I'm going to do here is just go through some of the kind of what the information is that we've heard from HSOC and how it's presented, and then talk about what our concerns are with how it's being rolled out versus how it's being presented.

Since 2018, the Healthy Street Operations Centers, I'm going to refer to as HSOC, has been the lead on addressing street homelessness across of the agencies, as can be seen here in a slide from Commander Lazar presentation. Highlighted here is that HSOC claims its primary goal is assisting as many people as possible by connecting them to the shelters, services, and housing. And HSOC also states that it has a goal of community engagement, including regular updates to the Local Homeless Coordinating Board and its community task force.

We have three primary concerns that we felt were really important for the Local Homeless Coordinating Board to look at.

First is that HSOC is not meeting its primary goal of assisting homeless people and is, in fact, contributing to the criminalization of homelessness. And second, that HSOC is not meeting its objectives of community engagement by excluding service providers, homeless people, and advocates. And third, that HSOC is directly contradicting proven best practices as laid out by the US Interagency Council on Homelessness.

So to begin with, around the-- not meeting its goal of assisting homeless people-- wanted to start with that you know, although HSOC is claiming that the police are the agency of last resort, that they'll lead with services; we've heard this a lot. HSOC relies primarily on SFPD officers and DPW workers. We see that out on the streets. We see that on the reports coming back where the overwhelming majority of who responded, which is what Kelly was asking for that data, is DPW and SFPD, and the homeless department has a very minor role. So we can also see that this is further a kind of indication of this in terms of leading with enforcement and that we're lacking capacity from HSH to be able to respond in this way. What we've been doing-- What we've been going out and doing a lot of outreach is talking to folks on the streets, hundreds of people, and talking about their experiences and also documenting stuff that's going on, and seeing what this actually looks like from the street perspective.

Video being shown:

So what you're going to see in this video is that this is just one example of something that we typically see on the streets all the time.

*He's really upset because they're throwing away his property. They did not let him get it back. They're telling him that they're going to bag and tag it, but basically he's knocked down. This has happened to him many times, seven times. He's gone down to try to collect his property back; he can't get it back. He's talking about his personal situation. He was a victim of the mortgage crises and lost his home and is now out on the streets. He's also a working man. He's lost his tools. So he's just kind of going through all this that has happened to him and what the officers talk about here is that he's in violation of 647E, which is a misdemeanor.*

And that's one of the things that we've been seeing a lot of is that the police have been issuing misdemeanors on the streets, and also we've heard from the public defender that they're also charging those misdemeanors, which what it means is go to a trial. You go to a trial for the crime of sleeping. It's a lodging charge, and it's pretty outrageous. And so there are some people that are coming up during the public comment that hopefully, we get the audio, and you can see some of this, but you see his stuff being taken there.

So leading with criminalization, you can see here how it's outlined is that their goal is no tents or structures in the city, and this is an email from Mr. Kositsky to Mohammed and you can see here that they want to see-- you're seeing that shelter and services are lacking. This is in direct contradiction to the interagency council guidelines. The Ninth Circuit came out with this ruling that policing and basically doing an encampment clearance without offers of services is a form of cruel and unusual punishment. We also know it's really ineffective because it's moving people around, it's really traumatizing. And really disturbing is that we're talking about imagining a city where 3,000 people have no access to shelter, are forced to sleep on the cold concrete rather than protect themselves with some form of tent or structure from the elements.

This is really cruel and unusual, as the courts have already said. From another email from DPW on the overview of the HSOC process, we see absolutely no mention of HSH or DPH. It's rather a process that, except in rare circumstances, is managed exclusively by DBW and SFPD. In short, this is what SFPD, and in turn, HSOC envisions is offering services, in their own words, as seen in this Twitter post by SFPD. You can see that what they're taking a picture of is all the property that they confiscated. Now, you'll see her-- now these trucks go directly to the garbage. You can see here that there's a suitcase visible here. I want to remind folks what the property policy is in San Francisco. If someone's standing with their property, the police can't take it, which is what they did from that man in the video earlier. If you're there with it, that is claimed property. The city's not allowed to confiscate that.

If it's unclaimed property, and no one's around, then they have to bag and tag it, and then they have to leave a notice for people on where to go pick it up. In neither of those situations when people are going to go pick it up are they there, and we also know if it goes into this SFPD truck, it never sees the light of day 100% of the time.

When services are actually offered, they're oftentimes inadequate. I'm happy to see more navigation centers, more street outreach, but at the same time, the city, when you look at the budgeting, they're hiring more officers, they're hiring more street cleaners, they're not proportionally doing as much to address homelessness. And we saw that really clearly in this last budget. And these, just to name a few ways that the services are inadequate, we've got shelter offered temporary, one to seven days. It's never enough beds in comparison to all the people who need them.

The navigation center beds, oftentimes 30-day limit unless you're in tier one, and then you can stay longer. You have folks waiting four to six weeks for a 90-day bed in the traditional shelter process. You have most shelter options, people having to abandon their pets and property and their survival gear, when they get back out not having it.

Mental health and substance abuse issues are really not being inadequately addressed. We rarely have appropriate placements for folks with those kinds of special needs. And the success rate is getting lower and lower, and you looked at that last April encampment only eight people out of the 150 people who needed it got a seven-day shelter. And we were there when that was being offered, only some people knew about it, and what they were offering wasn't appropriate for what people needed. And so the Navigation Center acceptance is much higher at 65%, but the vast, vast majority of what's actually happening on the street is a move by DPW and SFPD that's not just removing the structures but removing the people, and no offer of services at all. And that's what we see, that is the overwhelming majority of the time.

What we have around criminalization and human rights violations against those on the street have really increased since HSOC. We did ask for some requests on citations, we're still waiting for the 647e from the police department. But we did have a meeting with the public defender's office and they're stating that in the last three months, regularly, 647e's have been charged by the district attorney. They didn't have one 647e charged in the last year, previous to three months ago. So this is a very significant change.

Again, what does that mean? That's a misdemeanor charge, that's a jail charge that is going to a full trial for lodging. So you're basically talking about sleeping. And they also seem to be using it as an additional tool to take property.

Second concern is not meeting the objectives of community engagement. The Police Commission requested SFPD work with the Coalition on Homelessness back when we did a presentation in the spring of 2017. Two years later, there really hasn't been much effort. SFPD had a Homeless Advisory Board that they put together, that they created in September of 2017. However, there has been no mention or discussion with the advisory board about HSOC. 30% of those meetings have been canceled, 10% have been rescheduled without any input on new dates, the requested items on the agenda, which is to look at the discharge protocol and start looking at what's the appropriate response, that very issue we're talking about now, none of that has been agenzized in, and our request for information had rarely been responded to as part of that advisory board.

Furthermore, service providers have not played a meaningful role in the development of the new policy approach; the HSOC meets without members of the local board. Previously, there was-- Del was participatory at one point, and their assistants have been undermined by HSOC frequently.

Our third concern is that HSOC is contradicting federal best practices, guidelines around resolving encampments. Just to look at three of these guidelines. Oh, just popping up a sec, just real quick, Local Homeless Coordinating Board meeting-- this was from the notes. And so this was a response by Mr. Kositsky that there was supposed to be a meeting that never happened, our advisory board too, HSOC, and so we just wanted to draw attention to that.

The federal guidelines. So preparation and adequate time for planning and implementation for encampment resolution. Again, very small. Maybe it's 5% of these efforts are encampment resolutions. There is often preparation; adequate time on that percentage, but overwhelming majority, there's nothing. Collaboration across sectors, including service providers and community organization, not

happening, and the vast majority of the removal of people who are living on the streets. Performance and intensive and persistent engagement to connect people with coordinated assessment, resources, and housing options. So another piece of this is that we're supposed to be offering housing and someplace for people to go. It's kind of a no duh, but we're not really achieving anything if we're not moving people from the streets into shelter or housing, right? We're just moving them from block to block to block and that's a tremendous resource that's not leading us anywhere. So coordinated response sounds great, right? But it doesn't really do anything if it's not following these federal guidelines. So we have a couple of recommendations here in this slide. One is to work with community partners and service providers with implementation of HSOCs on homes policies, shift the command in resources so that HSH and DPH are the lead and not the SFPD. In order to make this effective, we'd also have to have adequate resources, right? So I know a lot of us have prop C in mind?

That would go a long ways in order to do this right. Adequate time and preparation for camp removal, not only the few classified as resolution which is got to be less than 5%. One of the things that the fellow that was interviewed at the video earlier was asked was, "Were you given any notice?" And there was no notice given to him ahead of time. It was just caught by surprise and happened. Follow DPD and SFPD protocols of handling property of the unhoused. I already outlined what the policy is. It's not being followed, not even in the tiniest bit. And there's some more video documentation on that.

And then lastly, follow the Ninth Circuit court ruling that nobody should be cited or arrested unless adequate or appropriate shelter or housing are available without denying others who are trying to access these resources. This is the place where we need to move, right? We need to have a response that's effective and humane. The interesting thing is those two go hand in hand. If it's not humane, it's not effective either, right? You can't think of an example of an inhumane response that's also an effective response because we know criminalization doesn't work, right? This has been our primary response. Federally, it's recognized that it just exacerbates homelessness, makes it more difficult for people to get into housing, further traumatizes people, etc., etc. Right? We know all this already, so we need to move away from it. And that concludes my presentation.

Del Seymour: So yes, that's a great presentation. And relieving the burdens of people on the street, relieving their pain is-- I mean, it might show up well on the department that they moved and cleared the street, but the person affected, that's not a relief whatsoever in any kind of way, shape, fashion, or form.

Brenda Jewett: I have one question. What are your suggestions as to shift command of resources so that HSH and DPW don't need DPH in leadership positions? How do you propose to do that?

Jennifer Friedenbach: Yeah. I mean, the first thing is to look at the dispatch protocol. And if it's not-- you can do regular cleanings, right? And so we're not saying to stop regular cleanings. And homeless folks, and us, and I think everybody's really supportive of that. But in terms of permanent removal which is what's going on, the first thing we need to look at is looking at the dispatch protocol, examining that. And if it's not a police matter, we shouldn't have police responding. And so that is a huge issue. And then what is the appropriate response? So the appropriate response of the presence of a homeless person is a social services response. It's to reach out to the person, assess what their needs are, try to find some kind of capacity in the system for them, and address it from that perspective and so rather than just confiscating people's property illegally and then pushing them a half a block away.

Sophia Isom: I'm curious what response have you received from SFPD about some of these actions like, for example, the lack of community engagement and also the pattern of not following the best practice guideline.

Jennifer Friedenbach: Their response is one of two things typically. One is, we need to respond to complaints, and for me, I'm like, "Okay, so I'm just going to test this out. I'm going to call up 311 and say, hey, there's a strange man standing out in front of my house. I think he's Native American, he makes me nervous. You need to send a police officer out here." Are they going to respond with a police officer? No, they're not going to respond. And so we need to kind of look at we don't always respond to complaints. SFPD doesn't have to respond to complaints if they're not the appropriate response. And so if I call 311 and say I have a fire, they don't send the police, right? So that's a piece of it. The second thing they always say is HSH doesn't have the resources for this one, which we don't have an argument there. And, of course, working on making that particular situation changed around.

Andrea Evans: I have a follow-up question and this might also be for Sam. So just following up on my question about the criteria for the response, and I think that's what you're getting out, also just about protocol. And you're right, they don't respond to anything. I had my car broken into, I called, they don't respond. File in on line. So someone is making some determinations about what gets responded to and what does not. And I think it's really important that we make clear what that is, and I would like to know, just from the video that was shown, if that is a typical response to have five officers present to deal with one person, and how could possibly be a reasonable use of city resources?

Sam Dodge: No, that's not a typical response.

Andrea Evans: Okay. So could you tell us what a typical response would be for, I don't know if that was a 311 call or if they just went by, or what instigated that. But you could say a little more about how if I did call 311, and it was one of these encampment complaints that for some reason were prioritized, what a typical responding unit would look like?

Sam Dodge: So this is an encampment that may be blocking the sidewalk or something like that? I think that there are a lot of different things that get in here, and when we kind of start breaking it down, this are a lot of different responses. But I think a typical response, I'll just hazard a guess, would be maybe a squad car with two officers. And they might go and they have a card of services and what's available. They engage, say do you want HOT, what are you looking for? There's been a call concern, seems like you're blocking a sidewalk or you're not. If you're not blocking a sidewalk, then it's not a violation. And that would be the response. If there was blocking the sidewalk, then it would be like, "Listen, this is an important concern. The accessibility on the sidewalk is important, need you to back it up, need you to allow a three-foot path of travel to come through here." And they would go again with the, "Can we connect you to services? Do you need shelter? Is there someone we can call HOT?"

If they believe this is something that they need public works to respond to, they call back through the dispatchers and they dispatch a DPW truck. They would either standby or moved on and then Public Works would respond as needed. Like, usually, its 20 minutes or so, sometimes longer depending on where they're coming from.

Andrea Evans: I guess I'm still-- to wrestle a question I'm trying to understand where those calls come in. Why a determination needs to get made that police are on the scene, unless there's some report of need for police. I understand that there are only three HSH workers there but we know that 911 you when the police to come out. So somehow they're coming out for all these 311 calls and I just really

need to understand how those determinations are being made and if there's any oversight that could be brought to that process to ensure that people's rights aren't being violated?

Kelley Cutler: I have a question also, within that process when it comes to tents. So we are hearing massive reports about people getting their tents taken, slashed, lots of them constantly. Even when they're not up, where people have had it. And I spoke with Commander Lazar like a week and a half ago and that's something that has been clearly targeted, so that doesn't seem to really fit in with what you were just explaining of their response.

Sam Dodge: All accusations of slashing tents and use of knives on tents, it's very disturbing and not protocol and a clear violation. And we've investigated reports that you've brought forward, and we take them very seriously. I mean, that's not something we want the city's response to be at all.

Kelley Cutler: Slashing tents aside. That's just one little piece of it, frankly. Where in previous slides on here it was saying where the response if there's a tent, that to be-- Oh, so here: our goal is no tents or structures in the city; Public Works SFPD will not bare tents in that area where there's an encampment resolution going on. So that has to be like one, maybe two, blocks. Okay? So then does that mean the rest of the city is just free game? And then here it says: Public Works SFPD can clear areas rapidly when there is not a designated resolution in process, especially in encampments that were resolved. And so, like this, when we're looking at this, what's actually the policy and the things that are coming out, it's clearly saying that the city is targeting people that are living in tents, or that have tents.

Sam Dodge: I didn't get that from what you're saying but I think what they're saying is that the--So there's a need for a rapid kind of clearing of a structure or sidewalk then we're able to do that. So-- we've had incidents with fires, we've had incidents with criminal behavior, and we've had incidents with guns and other things, so there is ability to rapidly respond--

Kelley Cutler: Where we're talking about, the first line: our goal is no tents or structures in the city. Okay? And the city has been targeting across its mapping out throughout. And there are tent counts and all this, so there's a very clear target on that. Okay? And then here where it says, can clear areas rapidly. When it's not the like one or two blocks its resolution. So it seems pretty clear from there that that's what's going on. That the folks are being targeted and there aren't-- the average workers could actually be helping people.

Del Seymour: I actually agree with Commander David's policy of no tents and it's-- there should be no tents in the city but until we get housing it's going to have to be. What I'll be getting, I don't even know her people. People I talk to every day are saying that the police are-- cops getting these checks would think that I had a meeting with the police commander this week; I had the meeting at the DA's office this week to try to find out about it. So the police are out here doing, they're deciding the right misdemeanors. So a misdemeanor gives them the ability to confiscate the tent as evidence of camping... Tonight the rains are coming. Real rains are coming from the north. Is the mayor's office and your department going to go into inclement weather?

Del Seymour: Who makes the determination? I mean, I thought HSH made it but it seems like the determinations being made by your department and the police department.

Sam Dodge: I think every department does have their own wet-weather protocol. And I know that we do about pet strains and stuff like that, and that's our flooding and stuff. For Public Works, that's our-- But my department and what the PQ.

Kelley Cutler: Sometimes it's a little too convenient where the different departments are actually involved. When something comes up like this it's like: "Well, that's our homeless department." But come on, if this is a coordinated effort all days it's and where they've got like 3 workers it's not fair to the homeless department to then be like, "Oh, well, that's on them to take care of."

Sam Dodge: Well, we said, we like to help out in any way we can. I want to say too that the homeless outreach team is more than the encampment resolution team. And I think maybe that's being lost in the discussion. I mean, the homeless outreach team is limited and I think that point is correct. But we are looking at, and I'll defer to HSH to correct the numbers, but something like 70 outreach workers. Half of them are case managers. So it is a, when you come right down to it, it is a very limited amount of people they have to respond to calls for service. They do respond to call for service; they do get a number a day. I forget the exact number but it's nothing like the hundreds that are coming in citywide.

Del Seymour: So maybe we need to look at better staffing of outreach workers, then they'll-- maybe that might come in with some funds. Maybe your HEAP funds could be re-budgeted to include some outreach workers. Maybe. I don't know if their budget is in stone yet or not. But I mean, it would be something I would likely consider because maybe that's the problem, we don't have enough outreach. According to you, we don't have enough outreach workers.

Kelley Cutler: But the outreach workers also need sources to actually connect.

Erick Brown: What is the written mechanism for the 311 call in-house dispatch? Does anybody have that? Is it something that we need to try to figure out.... At this point in time, how do we know who responds to what? I mean, it really does because if everyone's touching it, which is what it sounds like, how is everyone touching it? If you're getting a 311 call is dispatched, public works, somebody, public works is saying, "Hey. Guess what? You need to go here." And somebody from the police department's saying, "We need to call public work." How does this happen? How does this roll out? How does it continue to perpetuate itself?

Jennifer Friedenbach: So we requested this as a primary request of the Homeless Advisory Board, SFPD Homeless Advisory Board, and we were never provided with it. We were told that it was recently updated and that they follow a particular script and that depended on where the script led that led to the response, but that has not been shared with us.

Sam Dodge: I'll say that we've gone through this process a number of times to really process map out all the various responses to all the various requests and it does get quite complicated. But we did make an attempt to make a chart of all the responses. I think what's also complicating is that we keep tinkering with it in the meantime. So it doesn't really sit still as we kind of try to work towards a more adequate response, which means social service led response that resolves someone's homelessness, that gets to the root cause of the issue and that avoids criminalization. I mean, this is the goal. But I can share some documents that I have that kind of went through some of this process with the caveat that they're a little bit dated and that things have changed, but it does give you some background information as to how calls are routed if that's helpful.

Erick Brown: Kind of, but it still doesn't make sense to me because if you get a call to 311, you have a complaint about one thing or another, that person is going to say hold on and call somebody else. So if you get a call, if public works doesn't go out, does somebody who arrives from public works call and ask for dispatch because something else is going on or does everybody just pick up on the trail because something's going on at Mission and 13th?

Sam Dodge: It really all depends. And that's a really unsatisfying answer. I'll just say, until very recently, until, 99% of these calls were dispatched just to 311 requests around homelessness in general were dispatched to public works litter control, the guys in trucks out there. And they would go and clean, do what they could. And they were not connected to DPH resources, they were not connected HSH resources, live and in the moment. And a big struggle was to try to get some of the proactive groups, we call them hotspot crews, to be kind of co-working with the hot team and so they could be out there together working the same turf and that was going for a while. And they felt it was good to share the turf. They would say where we'd normally go on proactive kind of cleaning groups. And so they could be engaging with people in those areas separate from these sorts of time-limited artificially constrained engagements. And so what I think now is better is that there are these resources that can be drawn upon by the front line workers by calling back to the dispatch and reaching to the resources in DM. There's different departments and their leads and they have the ability to reach within their departments and access their programs and sort of untie knots.

Erick Brown: So there's not one button that dispatches all these agencies at one time?

Sam Dodge: No. There really is a--

Erick Brown: So how do they all know then?

Sam Dodge: So this is the idea of HSOC, and part of the work we'll be doing is to really try to coordinate these things because there's an ability to call 311, there's an ability to call the police, non-emergency, there was ability to send an email to a captain or to a department head or to a public information officer from departments, and there was an ability to call 911 all on the same issues. As we know here in this room sit is a violation of the law that was passed by the voters. There's a number of laws that can be interpreted one way or can be interpreted another way depending upon who's receiving that information. And so the ability to bring this information together and try to have a coordinated dispatch protocol is part of the work. We try to access these different things. Now, manpower resources, which's out here in a car and can respond in a timely way, often times, it is an officer that's available. And that does not mean it's an enforcement action. It's kind of often an assessment action because like I said, a certain high percentage of these are sort of gone on arrival or miscategorized, or other things, so.

Brenda Jewett: I was just going to say, I did a ride along with Simon from the HOT Team. Most of the people who had 911 called on them every day with chronic problems, they're chronically homeless. I don't know if that's still a priority. They were mostly just inebriants and had mental health issues, and that was a huge priority for the HOT Team.

Sam Dodge: Oh, it still is. This is the MS 16. I think you guys are familiar with the work that the Homeless Outreach Team does together with the fire department responding proactively to people.

Del Seymour: So you remember back when HOT Team was the first responder?

Sam Dodge: I mean, you can still call through 311 and reach the HOT dispatch. If you're out there on the street, that is a lever that you can pull. It doesn't go to HOT dispatch through the app, but you can call through 311 and to ask to reach the HOT dispatch.

Del Seymour: I'm just saying, there's too many appear to be a much better model than where when all the police were barely involved with the HOT Team is that you're going to be resolving the situation. And I was on the streets, man, so I know on the inside how it worked. It's a great model. People respected the HOT Team because they were passionate the way they did things. They just didn't have

enough resources to triage properly and that was maybe this building's fault. But they did a great job as first responder.

Sam Dodge: I this may be a phenomenon of the Tenderloin because we noticed that looking at sort of this 9:15 was a call type that the M would log every-- tried to suppress and eliminate, which is just a homeless concern, so it's very much to the way that Jennifer described. I see a homeless person. And it did dispatch police. And this was the predominant call type, homeless-related, that PD was receiving to the tune of over 500 a week. And so this was just until very recently, and this was the predominant. And before there was 311 app, this was the predominant homeless request for service there was in the city was a 911 call about just a homeless person's presence.

Kelley Cutler: Yes. So the coordinated effort without the resources we've been seeing on the street massive increase in enforcement. It's just how it is.

Del Seymour: So if you're going to increase the enforcement, you're going to increase the resources, right or wrong. It doesn't make any sense to not to.

Kelley Cutler: And one thing is that I've spoken with some folks that were telling me-- and someone that's a doctor out there was expressing concern about a number of situations. One of them is where during these sweeps, they're seeing a lot of people's HIV medication being taken. There's a report with going through and taking people's Narcan, and then a report of a person that had overdosed the next day and they didn't have Narcan. There's really serious issues going on right now. But a lot of folks aren't able to come and actually speak about it. Frontline worker's it's really important to be listening to, they're not allowed to come and speak about it for many reasons. But I think that what they're hearing and seeing is really important to be considering.

Public Comment:

Video Showing:

Del Seymour: Next speaker, please.

Frank Castro: I work for Glide. I'm an outreach worker and I have some clients out in Tenderlion that are my direct clients in the community. And I saw a lot of folk's community members that were living outdoors that don't use drugs. And that are actually saving lives. And when some of their property is taken they're not able to save lives that they've been doing. And then some of the community members that I am able to connect to suboxin and connect to other service providers to help with that. And when they get suboxin taken and they're trying to not use opioids. Then now, they're faced with going through withdraw and going back into resourcing funds to secure some opioids so that they can feel a little bit better. So they're going into criminal behavior again, which is getting targeted. And their suboxin is taken and stuff like they kind of leads people back in the path that puts a target on their back.

Hi, I am with the commission and I have a video to show.

Video being shown.

Public Comment

Damien from the Coalition on Homelessness Also doing a video.

Charles Minor: We have the room until 1:15. This room has another committee that starts at 1:30. And so we have this and then another agenda item.

Erick Brown: Yes, they do have to shut down. This meeting is from 11:00-1:00, but we keep running over. So I think we need to maybe be a little bit mindful of others' time or we need to expand our agenda.

Del Seymour: Well, usually when that happens because-- these people also have a right to speak. We have to get that proper consent. So Charles and I used to collaborate on whether we could run over. We checked with the rules committee and all. Then we either deny peoples' chance to respond or we go over our limit and the determining factor, most of the time, if we have this room available, we will use it until everyone has been given a chance. We can't deny people. That's--

Erick Brown: Everyone needs to be heard and I appreciate that. But the reality is that this is a volunteer board. We all work very hard at what we do-- very hard at what we do-- and so I block my time. So we either need to do some of this work in committee or we need to make sure that these hours are expanded.

Charles Minor: I will make sure to shorten the agenda in the future so that we won't have this issue. But, like I said, I want you to be mindful of the time and also maybe think about, as we go through the public comment that our last two agenda items could be tabled for next month because of the importance of public comment and wanting to have people their chance to speak.

Damien: So just a little context is it's only a one-minute long video. This you can really see the shift in their behavior. Once they know they're not all whether it became to be filmed by the Local Homeless Coordinating Board.

Video being shown

Public Comment:

Comments, I think if the organization has an agenda, perhaps they could consolidate their material into that agenda item and not use the public comments. And also perhaps post a link to these videos through the Local Homeless Coordinating websites so that we can all follow up and watch these in our own time. I think that would be helpful. I found this sample on this report which was provided, I think, in this February meeting, which has ERT resolution efforts and the numbers along the side and dates along the top. And there is one item on the 22 on January 17th that says SFPD PBW action and I guess it seems like the central issue here is that there's not a clear description of the policy and the data.

And here's an effort producing some of this but this needs to be continued and any time there's serious police involvement at that level, it needs to be described. It needs to be documented and then each day will correspond to an incident and if-- I don't think we would be having this long discussion if this data and the policy around the encampment resolutions and other actions. And it seems like the first designation that could be made whether any incidents we're talking about encampment resolution, team actions or led by HSH or whether they're not and that they're instigated by 311 calls. I mean, I'm here because two years ago, I went to a meeting held by Jeff Kositsky and about the re-encampment prevention plan. And I didn't get anything substantive on what that actually was at that meeting and it's still not clear what happens and--

Del Seymour: But why are you still interested in Shotwell Street

Public Comment: Well, that's because I worked on Shotwell Street. I was there every day and several of us have worked there and there are some folks that lived there because it's-- when we're told it's going to be clear, that it's going to be a new procedure, a new way of handling when people put up tents, that's important. And right now, we still don't have clarity on which parts of the city have been cleared which haven't and how those are handled differently or if they are.

Susan: I don't work for a social service agency. I work with Plaza 16 Coalition that's trying to address the issue of housing and affordability in the Mission. But I'm basically just a public citizen. And I went to a public meeting at a church recently and I discovered that a friend of mine was now homeless. And she described how they live in terror of these sweeps. And she was in a large encampment somewhere and then she just kept getting moved from place to place.

I don't know how she became homeless. She's a person with some mental health issues. She's not really psychotic but she just doesn't function very well. I'm sure she was getting SSI or something. But I just think this is complete bullshit. We're torturing these people. It's so unbelievably cruel. They have just a little bit that they're trying to hold it together out there on the street and then that's just taken away from them. And it's just-- not only does it not make the situation better, it actually makes it way worse.

Because the little bit that they scrap together to stay warm or stay dry or to be able to prepare food that gets taken away from them. And I say just let the tents stay! Most of them aren't blocking the street. They're there, but they're not blocking it. And a lot of them are on places where people don't even walk! So I feel like this is the choir preaching to the choir because you guys seem to be all on board. And I'm wondering what we can be doing. Should we be demonstrating in front of the police? Because it seems like that's the problem, is the police. So if you want to give us any guidance about that, I'd be very receptive to it. Thank you.

Del Seymour: I think we all should start going to the police commission meetings since they seem to be the bully in the room and let the police commissioners-- But I think if we start addressing them and the supervisors-- so at least this will get, then, to the mayor's ear. Maybe she doesn't really know the compassion a person like me has. The real deal, because, again, leave those folks alone. Leave them alone. To me, it don't matter if you're walking or laying on it. "Oh, they're blocking three feet!" Who came up with three feet It ain't no big deal. You use those technicalities to harass people. That's crazy, man. This year I've been to Chicago, Washington, Baltimore, I don't see any of that. Any of that. None of this.

This city has its own unique situation and it's up to us in this room to try to get some remedy to change this because they're not going to change by themselves. A year ago, it wasn't like this. And the police department came in all of a sudden. They're just doing whatever they want to do, just like you see in the videos. They talk to people just however they want to talk to them. That's got to stop.

Del Seymour: At least some of our city officials, not counting anyone here, have that celebrity thing, and they only go to something when there's a lot of cameras. We don't have cameras so we can't get a lot of those people in here. I mean, when did politicians become celebrities? I don't get it.

Chris Herring. I organize with the Coalition on Homelessness, and I'm also a PhD student who's studied this over the last few years around homelessness. As far as what we can do or I think what I'd like to see the coordinating board to do is that this is-- supposedly the HSOC is the first responder, main approach to homelessness. And I think having a letter putting your concerns and a request to HSOC, to the mayor to pressure Lazar and others to come here would be very useful. If the funding that you coordinate is penalized to the criminalization of homelessness which seems to be expanding through this which I

think should be of concern to the coordinating board and to fight that. And I just feel that some statement coming from the local homeless coordinating board talking about the request not being made of community engagement and people not showing up, of the representatives leaving, and of raising questions about the criminalization might be effective at least moving this forward, having a conversation about it.

Sam Dodge: Point of Correction:

Del Seymour: Well taken.

Neil Shaw. I'm the CEO of Concern. We're a compassionate alternative to 911 for people experiencing mental health crises, homelessness, and substance abuse issues here in San Francisco. Thank you to Jenny and the Coalition for putting together a great presentation. I think the most operative word in this room today to say is bullshit. And I think everybody in this room will agree that Jeff walking out of this room with his bag to take a phone call was a nice way for him to get out of the room at the end. And they're not being put-- their feet are not being put to the fire enough. And so I propose a direct action campaign specifically around these issues and one important stakeholder. This woman is present. But these are responses to the community. The community is making these calls. If we got the community not to make those calls, that would also go a really long way.

And so what I'm proposing to everybody in this room is - and this is not a promotional video - to use our app, to send out our compassionate responders that are trained in de-escalation and crisis intervention as an alternative to first responders being the police. Now, we're not going to be able to get those people in the tents. I've submitted proposals to Jeff Kositsky himself, to Chief Bill Scott himself after meeting with him twice. I will continue to do so. But at this point, it's kind of not coming from a place of dignity, not for the people on our streets, not for the people in this room, and not for the community at large. And I believe this board should have more powers to create policy and hold people like Mayor Breed, the Chief of Police, not just Commander Lazar, and the head of DPW, Nuru, to come into this room on a regular basis and be responsible to answer. Because if not, we all need to come together for non-violent direct action including people on the streets and change things immediately.

Del Seymour: And just in response thank you. In response to Jeff, I believe he let us know at the beginning of the meeting he had a hard leave at 1 o'clock. So he didn't leave because of the heat on him.

Public Comment . I'm a disabled firefighter, and I'm a San Francisco resident. Thank you. I miss it. But I'm an in-shelter resident. Okay. I've been down here. I know all these guys. I know all these people, all these videos. Most of them I've contacted and done some of the videos and contacted Kelly. That guy is constantly threatening me. He carries two knives on him. He threatens if you don't get out of-- move along and getting threatened every single day. There has to be consequences to the behavior of the officers of DPW. I mean, every Friday, they have a homeless flea market where they all get together and sell their items to each other. You know what I mean? And it's fun for them. They trade items that they bag and tag that we never see. Every single person, their stuff is in there. Out of 19 people that I've organized to go out there, not one of them got their items back from bag and tag. It's in the trash. And the police officers are-- when they just do the basic cleaning with DPW, officers are always in tow. They don't call them in to say, "Hey, I need this or this." When you see DPW, you see the cops no matter what. They take off, leave their stuff, and abandon property. They lose their stuff. Even if they're there with their stuff, their stuff gets taken because they're scared to say anything to the cops. Just the way things are going out here is just-- there's no compassion. We are San Francisco. And we're looking like punks to the rest of the world. You know what I mean? And to be honest, I love the city. My footprints

are embedded in the city. You know what I mean? I love it here, but I don't love what's happening. When I was a firefighter for 13 years in Sacramento, I would love to have been here. But I'm embarrassed to sometimes say I'm from here because of what is going on. These cops bully. They cut tents open. I mean, I've seen it for myself. I've been there. And they don't give me a hard time as much because I was a firefighter. And they don't cross the line with me. Well, you don't cross the line with me because I'm homeless as everyone else. Why can't you do it with everyone else? There are these consequences, I guess. And someone has to make them be aware, and there has to be consequences to their behavior.

VII. Department of Homelessness and Supportive Housing (HSH)

VIII. Board member announcements and scheduling of items identified for consideration at future meetings.

Del Seymour: That was great. Yeah. So we're going to table item seven and eight, right? Take a vote. Take a vote on it.

Oh, okay. We'll take a vote.

Brenda Jewett: I'd like to propose that we table item seven and eight for next month's agenda.

Second.

All those in favor, say yes. Unanimous vote

Del Seymour: Okay. Not seeing anyone from the public coming up. I want to thank you so much for having such a robust meeting today. Please keep coming. Just keep coming. The rains are coming so you please keep coming. Thank you