

Local Homeless Coordinating Board

Minutes November 6, 2017

Del Seymour: We will start with let's say first thing's first. We're honored to have a new member of the Local Homeless Coordinating Board here in San Francisco, Andrea Evans. Welcome to the board. Can you tell us a few words about yourself, please.

Andrea Evans: My name is Andreea Evans. I am an attorney, practicing mostly Human Rights and Civil Rights work and recently joined Tipping Point.

Del Seymour: Okay. Thank you very much. Welcome to the board. First, we'll do the minutes from October, 2nd. We'll go over those minutes.

Del Seymour: All those opposed? Okay. These minutes will be introduced into the record. Thank you. Now our first item, I have on the agenda is the report from the Department of Homeless and Supporting Housing. Today, we have a miss Kerry Abbott, the Deputy from the Department.

Kerry Abbott: Good morning. Thank you. I've a few update items.

Our access point's operated by Compass Family Services and by Catholic charities in Providence, have begun serving homeless clients. They have also begun assessing the homeless families on the waiting list, who have been on the waiting list for shelter and homeless families in the emergency shelter system.

That's in order to prioritize families for rapid rehousing and permanent supportive housing as those opportunities become available. In addition, we, with the Salvation Army, started accepting homeless families at Harbor House, the family shelter. We were able to place a number of families very much in need, who had been prioritized either within the congregate shelters, who are now going to be eligible for a single room three-month stay at Harbor House with case management.

We had a community meeting this month about the Jessie Street Navigation Center, that was well attended and had lots of people expressing support, giving us also some ideas for things we need to do to continue community outreach.

We also were visited this month or last month rather by the United States Interagency Council on Homelessness. By the director Matthew Doherty and the Regional Director, Katy Miller, who were able to do several community forms with HSH staff with the directors from it too. They were also able to meet with the Mayor's Office here in Saint Paul and to hear about our strategic framework and also present the United States Interagency Council strategic learning process that they are working on. This month, on November 19th, we'll begin our winter shelter program. The United Council is starting opening doors on the 19th and will continue through the end of February.

Del Seymour: I have a couple. When you place a person at Harbor House for the three-month period, what's the exit plan look like?

Kerry: As I'm sure the board members know, we have a great number of rapid rehousing opportunities and a very small number of permanent supportive housing opportunities. So, given

the assessment system that we're now implementing through Family Coordinated Entry. We're assessing people and trying to understand who has the greatest, the highest level of need and who would benefit the most from permanent supportive housing or transitional housing. For there's more limited opportunities and then who is likely to be able to go out with rapidly housing ventures with the help of Hamilton or Compass and be able to eventually graduate to paying their own rent.

Del Seymour: Okay. Thank you. And the last thing here is on the winter shelters. Will Saint Anthony just be a part of that or they are already part of it?

Kerry Abbott: Saint Anthony's typically does participate. I'm not sure what their role is this year. They often expand services without being an official part of this calendar.

Del Seymour: You are all wrapped up in case, for example, we're in a bad rain storm on Wednesday, this coming on Wednesday. We're waiting to go on that. Or that silk and wet shelter systems. Is that right?

Kerry: Yes. And for that, we rely on our partner assessing. That's St. Paul and next door. After all, we're able to expand mats, when we have incoming weather. Those are in addition to the winter shelter program.

Del Seymour: Because the last time, I think there was a mix up on the mats. On the last storm that we just had recently. Jennifer, is that right? Jennifer?

Jennifer : Yes. There were just a lot of problems getting word out to people about -- Because they were opening and closing all the time.

Del Seymour: Okay. So we're all locked in on that. It looks like it's going to be a cold -- Every winter's cold when you're outside in a tent. Just saying.

Kerry: Yes, it sounds like it's probably a communication question.

Del Seymour: Okay. As long as you're out here for -- Any questions from the board?

James Loyce: I have a question I saw an article in the Chronicle a few days ago in which was supervisor Hillary Roman and department of public works were working in the Mission district around encampments and developing the use to address them. The thing that concerned me is that there was no quote from Department of Homeless and Housing Services, concerned about that and how was it that the supervisor and department of public works are engaged in activities around these encampments in what would appear that we're not involved with those two bodies. If Jeff can answer that or if you can answer that it will be very helpful so that I can understand, because you've probably left it open.

Kerry Abbott: I would like to assure you that HSH is very very involved in the activities in the mission. We have a high conservation staff out there every day approaching people who are in encampments and helping them move away from the encampments into navigation centers or into other spaces. We opened the team that takes our fitness navigation centers specifically to respond to the encampments in the mission and have worked very closely with the department deaprtment of public works.

I can't really answer why HSH staff was not available immediately on that day I believe the article is written very quickly.

James Loyce: That's been a concern about, a year ago, we drafted a letter to the Board of Supervisors asking them to stay out of the homeless management system because we have a new department that does that and also especially the department of public works because

we've been trying to get them to come here to explain their role in homeless management. That article there I didn't understand at all because it confused me that why are they getting into this management system and it seems that at least the Chronicle pointed a picture of HSH not handling the situation which is not true.

Kerry: I know that at the beginning of the mission district homes outreach program which has been a collaboration again with HSH, DPW, SFPD and public health primarily. There were over 225 tents in the mission and that number is down to I know under 50 and that over 90% of people who DPW came in to help them leave, were able to accept shelter and navigation in our placements and that's all been the placement on course and services have all been coordinated by HSH. DDW coordinates the cleaning of encampments.

James Loyce: That's not the way it was portrayed.

Kerry: Understood.

Brenda Jewett: It's very complex I was wondering if there is specific site it gives an overview of the way that the city and the programs interact each other and those responsible.

Kerry Abbott: Our website is coordinated by our communications team and HSH and they have working very hard to make sure that all of our services are represented there and then updated regularly so that people can get live information.

Del Seymour: Anyone else on the board? It would turn these questions or comments over to the general public, You have two minutes.

Jennifer: Hi good morning. I just want to comment on the winter shelter piece of stuff and a couple things. For the last couple of years they've had the inclement weather policy and when there's a certain amount of rain or when the temperature gets down it's been basically. It's very limited periods of time when the shelters open up. They open they close, they open and close and it's just really difficult then to get the word out, for folks to hear about it.

I want to really push for having some expanded capacity throughout the winter and having the winter shelter here is really great. One of the ways we can do that really easily is we have a lot of empty beds in the navigation centers, especially Mission Street. They hold the beds open in anticipation of an encampment resolution and having that roomed in to the winter shelter process so people can have a place to sleep for seven days, will be a better use to those resources rather than paying a hundred something on a night per person and then have the bed sit empty, when somebody is outside dying to get in and that's just being artificially held empty. We presented this to HSH before, we wanted rolled into the one night bed system or however we can do it but the winter shelter process creates an opportunity to do this as well those are typically the seven night beds. It would interrupt the encampment resolution but it would maximize the use of the beds that are sitting empty, thank you.

Kerry Abbott: Only that our goal is also to make sure that all of the beds are used.

Del Seymour: Anyone else from general public would like to comment or have a question for the new department. Miss Abbott, thank you very much for your presentation this morning.

Kerry Abbott: Thank you.

Del Seymour: We'll go now to the next item.

Jeff Simbe: My name is Jeff Simbe I work for the Department of Public Health and the other committee staff back here is Howard Gen and he's a policy analyst and I'm a health worker. We're the two support staff for the shelter monitoring committee. It consists of 13 members with

half of the members are homeless or formerly homeless. The other half is a DPH rep, HSH rep and other are primarily stakeholders.

Last time I was up here it was about a year and then you guys appointed four members. Right now one has resigned and that's -- so currently there's one vacancy. The requirements for the seats are: the member shall have experience providing direct service to the homeless through a community setting. A little bit more about the seat, his term ends in December 2018. It will be about for a year and a month. The time commitment for the seat is around 15 to 20 hours. The other part of a committee member's role is to do site inspections. Depending on the site, I mean a smaller site will take maybe 30 minutes to do a site visit or site inspection. Larger sites might take an hour and a half. There's also a \$100 annual travel stipend.

Del Seymour: This seat, is this one of the seats that's required to be homeless or formerly homeless?

Jeff Simbe: It's not.

Del Seymour: It's not. Okay. What kind of governance happens when the guy or person on the board or member of the board or the committee goes to a site and sees something that's wrong, what happens next?

Jeff Simbe: The team goes to the site with -- In terms of process, there are site inspection forms, we do a site visit, so it's pretty laid out what to check. Then we collect that information, we go back. get all the information together and then there is an annual report like how many complaints a particular shelter has received, what complaints in terms of were they staff complaints, were they health, were they safety complaints. This annual report is presented to the board supervisors and to you guys. I'll be working with Charles in probably the next couple of months because the report was just passed. There are some minor edits to make in it and then I'll be contacting Charles to present the annual report after this board.

Del Seymour: Can you tell us a little bit about yourself, especially why you want to be involved with the shelter managing committee? And why you think you're qualified for it.

Jonathon Alder: I'll say why I'm interested first. I'm interested first because it's personal to me. In the community setting, I have a lot of experience both working with homeless individuals, I have a lot of experience with working with individuals who are looking to transition to something better in their life. I have experience working with homeless individuals who are looking to transition, guiding them. I've worked at a center where I've done outreach.

I work in a community setting, I've experienced working with individuals who are homeless and I have experienced the shelter system and I personally been through some of the shelters in San Francisco. That is why I feel like I have a personal best of interest as a committee member but also what makes me qualified.

Brenda Jewett: My only question is the time for you-- do you have the time to commit to once weekly site visits or in the meetings that they're going to stay?

Jonathon Alder: I have the time and the dedication.

Del Seymour: Do you live by downtown?

Jonathon Alder: That's right.

Del Seymour: Great. You're right in the mixed up. You have been involved with life?

Del Seymour: Let's bring up the matter of Mr. Alder being appointed to the shelter managing committee.

James Loyce: Move appointment of Mr. Alder in monitoring committee?

Andrea Evans: Second.

Del Seymour: All in favor of this action.

Together: I.

Del Seymour: I, Yes. All opposed. Welcome to the shelter management committee Alder.

Jonathon Alder: Thank you very much.

Andrea Evans: Before we move to the next item can I just ask a question if you can provide a copy of last two years report?

Jeff Simbe: Yes. We'll send you a copy, it's for our fiscal year 2016-17 or you want 15,16 report?

Andrea Evans: I just want the most recent one.

Jeff Simbe: Okay. We'll send yes, 16 and 17.

Andrea Evans: Send the one that will be coming out in a couple of months.

Jeff Simbe: Right. We can send that. I'll send it to Charles and he can cope. Okay.

Del Seymour: We're just going to stop for this a moment to give some respect to someone who spend much time in this room over the years in a lot of the other meetings and committees in the streets and the support stations and everywhere as you can think of Mr. Will Dolph Dailey and we lost him last week. He will bravely be missed by people in the community and a lot of the caregivers such as Jennifer. We miss you Will, thank you. Okay, we're going to our next item which should be the HESPA report.

Jennifer Friedenbach: Hi, Good morning again. The three of us are going to be presenting and I'm Jennifer Friedenbach and I'm going to be talking about the general principles of the recommendations. Coordinated entry is really a process of prioritizing vulnerable populations over other vulnerable populations and figuring out who gets the scarce resources. That's not a conversation that we enjoy engaging in. And the conversation shouldn't stop there, it should be about expanding resources so that everyone in need gets access to these services. That folks have the emergency services they need, the housing they need, regardless of whether they fit into any particular house.

These recommendations come from an extensive process. It came from a lot of conversations with homeless folks and conversations with service providers. The homeless emergency service providers association has 32 member organizations, is that right? Yes, or 27 member organizations, excuse me. All of those organizations participated in this and we gathered the information over time in a variety of different meetings and hearing different feedback.

We want to make sure that for those who are at the top of the prioritization list -- the way that it's been talked about is that, the prioritization process and then there's this group of people who were at the top.

We want to make sure that things are fair and equitable at that top place. We also want to make sure that those folks on that top when we're talking about the housing readiness that everyone has access to those housing readiness services, right? It could be really easy for someone -- people in the navigation centers are were just -- who will meet all the criteria equal to someone

in the shelter system who doesn't have a case manager. It doesn't have any help getting housing ready for it to be an advantage for the folks in the navigation center, that's just one example.

The reason we want that broad definition included is because as we're moving forward in the system and coming out with this data. We want a realistic take of who is really in need, that can drive planning and that we don't have this false sense of -- because of course, what we know about homelessness? You start losing your place then you're doubled up, then you're on the streets. Its all the same people, its all the same people, its all the impoverished people in San Francisco who don't have access to a housing subsidy that is the difference, So we want to be inclusive.

We want to make sure that the length of time of homelessness is considered by all populations. We think that is a really important equitable way to go, but we don't want it to be the sole criteria and we'll get differ into that, there's other issues that should be included. We also want it to be evaluated relative age. We don't want to end up with an inequitable situation where youth are never able to get -- where young people, even if they've been homeless since the age of 13, never meet that top criteria even though. That's an issue there.

We want to make sure that there is no bias in this system against particular populations. This is an interesting one and we have a system of policy that favors shelter residence that can sometimes give San Francisco natives the disadvantage because they tend to be the ones that are doubled up. They know people, that ends up disadvantaging particular minority populations that have been displaced from San Francisco, all of that. We need to look at the really holistic plans to make sure that there's not those inequities. Another really important principle, we want low threshold self-reporting access, this is something that departments been grade about embracing.

Lastly, on the principles -- we want to make sure that the questions on the intake we're not too burdensome, that they're simplified. If they're not essential to preference, in placement or some other real reason that we needed, we shouldn't be collecting it. That's the overview on the principles and I'm going to turn it over to Devera Illman who will talk about housing.

Devra: Good morning. I am here to represent the families that we're serving, who are experiencing homelessness. Since January we've had a very in-depth process working together with HSH and with service providers as well as with families to create this new coordinated entry system. We're also happy that this and is continuing to be an interactive process where we're working together with HSH. We have a few recommendations that we still want to keep on the table here, and make sure are continued to be kept in mind as we're going through this. First is prioritization for shelter.

We've seen many families who are staying in emergency shelters that being First Friendship, Providence and Hamilton Emergency Center, who are staying there for long ranges of time.

Because they're not in the shelter, they're not as high on the prioritization list.

We also are recommending that families with urgent and acute medical needs are considered a top priority.

We also know that right now we're trying to figure out ways to verify unsheltered status, because unsheltered is top prioritization. When a family reports that they are unsheltered, we want to be able to verify that. I know HSH has been looking at ways to do that through the hot team and through outreach to families. We want to encourage that we also look at ways that families can self-disclose their unsheltered status through HAD.

In terms of housing, we really want to make sure that families do not need to enter shelter to be eligible for housing. Especially housing subsidies but also permanent support of housing. We want to make sure that the process allows for families, who had found other avenues to address their current situation of homelessness rather than going to shelter also continue to be prioritized for housing options. This includes families who are doubled up living in residential hotels, and also families who are living in transitional housing. That's it for families and now, Kathy Treggiari, will talk about adults.

Kathy Treggiari: Good afternoon. Regarding single adults, definitely in the single adult shelter system. We're recommending that shelter bed access doesn't go through the coordinated entry process. The 311 is working, that it is a simplified process that has been proven to work.

We're also recommending that maybe no eligibility criteria in order to get into a single adult shelter bed. We are advocating that the process include folks that are 25 years or longer is part of the priority. It could be folks that are newly homeless, and being denied life-saving medical treatment, and they can't get that until they're in stable housing.

We advocate that housing should be distributed based on finesse and equitable principles and not on income source. We are humbly asking that the Local Commerce Coordinating Board pass a resolution supporting these recommendations. Thank you.

Del Seymour: First out to the board, we have not yet got our reports back from committee, so we would not be considering this for action today. We will set with Jennifer next month, first thing on the board. First agenda next month and we have all that dots in the roll to be the main action, but it's open for discussion. Let's discuss.

Sophia Isom: I'm just curious to see what your timeline is for the youth?

Kathy Treggiari: Our timeline is the city's timeline. It's hard. The principles would apply to the new system, but a lot of these recommendations were in response to what the city was proposing and new system hasn't been developed yet. That would be probably a good question to carry also. Yes, we are working. Youth providers have been talking a lot about this, and so it's all being a lot of trickling happening, but yes I think.

Del Seymour: Yes, okay. We haven't had presentations from youth providers and from youth themselves because there were some very specific recommendations about how the shelter system be and the house system should be at best. Are those elements that they presented to us being included in your discussions in development of experts response?

Jennifer: They will be absolutely.

Del Seymour: I just have a question or concern or whatever you want to call it. Jennifer, you expressed many times in your presentation the word of bias. That there shouldn't be any biased?

Jennifer: Yes. It's a really interesting point. I think, when we are talking about fair and equitable, we are talking about there being a justification for a situation where someone rises to the top of

the list. The medical example is a good example and then that be applied evenly, with everyone. When we have our preferences, it's clear, then within that system, it's fair and equitable. That's different from a bias against San Francisco natives or a bias against SSI recipients or something like that. It doesn't really have a basis for prioritization. One of our recommendations is around here no cash. I think that's a really illustrative one.

That's a program that you could only qualify for it if you don't qualify for other forms of assistance. So who's left out is people on disability, people on social security, people who are working. There's not really a justification from that in terms of prioritizing those folks for housing that meets our principles around fair and equitable access. But I think, on the other hand, an elderly person who's a 93 Years old woman, that there is a justification for getting that person into housing more quickly. They have very little of their life left, it's very difficult for them to survive on the streets and do things to make it out there, and it creates a much more severe hardship for them to carry their stuff around and that kind of thing.

That's what we're talking about. I think having things be clear and transparent, everybody knows what the priorities are, and then we're fairly sticking to them and if those are justified.

Del Seymour: You know, that's a good example. I just learned last month that we have three people over 90 years old in our shelters and that's because- I made you all prove it because I never believed it. I never believed that that city, county, whoever you want to blame or belay to would have something like that going on. But then again, we got pregnant women, who are eight months pregnant in the shelter I didn't believe that. Then we get down to who do we, if there's one bed left, who do we go with? The 94-year-old woman or the person eight months pregnant. We get back into prioritizing and may be biased.

Kathy Treggiari: Our position is, at that point, all things being equal, you lotterize it.

Del Seymour: I didn't see that in here.

Kathy Treggiari: Yes. So once you get up to that top tier, we think it should be lotterized.

Del Seymour: So where's that in here? I like that idea personally.

Andrea: Because that is a major barrier for children to be returned to their parents when they are separated from them due to child abuse and neglect. Very important.

Kathy Treggiari: Yes. A lot of people are in this catch 22, where they are at a place where they can get their kids back, but they can't get them back because they don't have housing, and so the way that the court system works is, even though you can't have the child taken away from you for being homeless, they are not going to put a child back with the parent who doesn't have a stable place to live.

Del Seymour: Any other question from the board or comments from the board? Okay, let's start this off with-- Oh I'm sorry.

Brenda Jewett: I just have one for Jennifer. Just following up on the bias point. You've mentioned your concerns are on bias against San Francisco natives and against people who are eligible for certain types of assistance and those who aren't, are there any other types of bias that you are particularly concerned about we should be thinking about as we listen to these recommendations?

Jennifer: Well, I think it's a general principle. As the data is being collected, I think we can check for a whole number of biases in terms of who has access to what? A lot of times they're not that clear. I gave the navigation center example, and the dashboard hasn't been up so I

can't check it, but at the beginning of the navigation center, there was a lot more white folks that were being placed in the navigation centers, and the people of color were being placed through the curve out, through mission neighborhood resource center which is where most of the African Americans and Latinos were going in. It looked very different than the shelters. But then the housing access in terms of the racial breakdown, but then the housing access at the beginning especially was all centered around the navigation centers.

You then had this situation where there was this built-in bias that wasn't as obvious from the jump in terms of who is getting housing at that point, but that changed the demographics of who was getting housing offers, because of who was ending up at the navigation center which was complaint-driven based on people who were in encampments and the encampments were only 10% of the homeless population etc etc. A lot of the stuff we're talking about is actually racial bias, but it's this racial bias that's created by these policies that on the surface would not appear to be biased in that way.

I think the residents' requirements, I mentioned that one, that's another great one but that has a lot of inherent race bias in it as well.

We were trying to get the data around the housing readiness support recommendations there. I think that a lot of what HSH has been doing has been trying to get at that particular problem in our system where people who are the most able to navigate this complicated bureaucracies are the most able to get housed, but there's still a lot of work we believe to get to that place where it really works.

Brenda Jewett: I guess, I'm trying to paraphrase or understand, to summarize the conversation; are you kind of envisioning a formula system at the end? Then, there are a lot of the impact is, you talked about single adult housing would get bumped up that list and at the end there would be a lottery system for people who are at the top or?

Jennifer: Yes. I think we are envisioning. We didn't get into super details of how it would work. We are hoping that HSH would incorporate it and they'll come back with logistically how it could work. But what we were thinking about was some kind of preference system, where there was weighted points on the severity of the situation. So someone who's got cancer and can't get chemotherapy because they don't have stable place to stay for example should have a higher weight. Then everybody who's at that top tier all the factors thrown together, because I think sometimes people have multiple situations in that, if you have a weighted situation, they would have, you have 10 points for I'm going to die of cancer if I don't get a place to live, you have nine points for homelessness, however it ends up being, and then the people with the highest weights end up at that top pool and then it gets lotterized.

Public Comment:

Randy True: Hi, I'm Randy True.

Del Seymour: Hi Randy.

Randy: I live in San Francisco, and I've lived in the city for 18 years. I've worked in mission last had an in mission and was exposed to-- and was exposed to the encampment issue on a daily basis, and I had started to go to meetings and I've been trying to understand the homeless issue in San Francisco. When you look at the website, especially on something like encampment resolution team, there's a lot of almost corporate speak, it's just not clear and there's reference to strategy or re-encampment prevention, but it's not at all clear what that means for site

activation. There's this a very obvious question there, like well if the streets have been cleared and then someone comes and camps there, what happens? There's some apparent contradictions and confusions. It's just really important for the citizens of San Francisco to understand this, there's a lot of interests where it's most important.

Del Seymour: Thank you. Thank you, Randy, thank you very much. And those concerns of a lot of people in defense or what everyone said. The department is new, brand new department and a lot of information they're getting right now is kind of fluid, and they are trying to put it together.

Moana: My name is Moana Pebenito, I'm a family physician at San Francisco General Hospital. I'm interested in the prioritization of folks who are homeless, who have acute or urgent medical needs. I think it's also not clear to our social work services how they would best advocate for patients and what's the criteria for acute or urgent medical needs might be. I hope that that can be made clear.

Kerry Abbott: Sure. We've had some people from department of public health helping us plan the coordinated entry prioritization tool. I want to be really clear that for single adults, that hasn't been ruled out yet. We've just adapted a tool. The local board adopted a tool very recently. That is something that is in progress and we absolutely need and value the physicians support and the medical community support.

Moana: I look forward to learning more, thank you.

Kelly Salance: My name is Kelly Salance and this is Megan Trotter Trotter Trotter Trotter Trotter Trotter. We are a community programs team at Zendesk. Zendesk is a customer service software company. We've been located at Sixth St. Market since 2011. I'm here today to chat specifically about a resource partnership, we've partnered with St. Anthony's in building called linksf. link-sf.com, is a resource that aims to connect low income and folks experiencing homelessness with critical and life-saving resources nearby.

It focuses on basic services such as accessing meals, and food, and shelter, and medical care. Things like St. Anthony's Tech Lab and different hiking services such as lavamay. We've built this website with three different user groups in mind. Really, one; the growing population of low-income San Franciscans who rely on mobile technology to meet their basic needs. Two; for service providers who can use the most real-time data to direct clients in need, and three; for everyday San Franciscans who may have come across someone who needs services and they can be of service right there.

Megan Trotter: I run our global community programs. I actually used to work at St. Anthony's. We developed this site with Zendesk three years ago, but prior to that I was running the tenderling technology lab at St. Anthony's. And we were seeing primarily low income, homeless individuals coming in with smartphones, with web-enabled phones, and they were also coming in asking for resources. We partnered with Zendesk to create this in response to what we were seeing as a demand for individuals that were really well connected to be able to find the services on their own.

Del Seymour: So members of the homeless community or members of the marginalized community to have this so-called Obama phone will it work on those phones?

Megan Trotter: Yes. So for this it's not an app. You can't go into the apple marketplace or android and buy it, it's a web app.

Del Seymour: Okay with that thank you Zendesk. I want to thank Zendesk for the things that they do in the homeless communities. They've been here what? About about six seven years and the day they opened they started reaching out to the homeless communities, the non-profits. They hold so many events and dinners for people in the communities outstanding. One of the big examples of the tech community acting company and they're doing what they say they were going to do. In fact, they were awarded the authors or the first signers of the community velvet agreement which has sent tons of money to send them where the mid-market, not just money but volunteers and services. So thank you for what you do over here, thank you. Okay we will move next back into the panel of homeless. This is Josh Jacobs and we're going to update on coordinated entry.

Josh Jacobs: Good afternoon to the board and to the community. We're just going to give a quick update on-

Del Seymour: Can you give your name.

Josh Jacobs: Sorry, my name is Josh Jacobs, I'm the data sharing and privacy fellow with the coordinated entry team with HSH. So we're just going to give a quick update on family coordinate entry and operate entry. What we've been working on with the LHCB coordinated entry wants us in the community meetings, and Leslie is also going to join me. Leslie do you want to introduce yourself?

Leslie Bilbro: Leslie Bilbro, program manager for coordinated entry.

Josh Jacobs: Great. So we're just going to talk a little bit about what we've been doing with the family system.

Leslie Bilbro: October 2nd we had a soft launch of coordinated entry and what that meant is that, as mentioned earlier referenced by Debra we have two access points. The access point number one called central city access point is located at 995 Market street which most folks know formerly as compass connecting point. We have a new access point in the bayview and they became fully functional. The reason we had a soft launch was because bay view being a new access point they really needed to get their infrastructure in place because they signed a new lease agreement. But more importantly, we wanted to make sure that we offered assessments for housing opportunities to families who were currently in shelter.

I think giving it time to, because we now have one system where you can collect data as opposed to 15 different systems, we give it time. We can take a look at the information that's there, we can make more informed decisions around what we should do next. But I'm encouraged that people are relatively patient with this new system but it is working.

Josh Jacobs: Thank you, Leslie. I just also wanted to update that we have been working with San Francisco Unified School District to get the directory information for all students so that when families come and present at one of the access points we can automatically verify that they are an SF family and can get access to services quickly. With the adult system, we have been working on migrating the changes information into the one system, try to create all the same functionality that remains from being able to place into shelters, as maintained within one, and also that we're replicating all of that functionality. The other thing I wanted to update on the adult system we have been going around using a 20 question assessment to kind of get to people to our organization. That has been mirrored off of what we have been using in the family system. We've been going around testing that throughout the community. And if we can actually

get to a place of feeling really confident the right people are getting to the right spots. Some of the topics that they're looking at are mental illness, physical health, mental illness including substance use disorders. Experience of homelessness, criminal justice, involvement in trauma, are some of the major topics that that longer conversation is going to go into. That is pretty much it. Do you guys have any questions?

Del Seymour: You mentioned bias a couple of times. Is there some way your organization there's the oversight of who are biased? In your selection and your interpretation of that. I mean, is this that someone that that's what they do? Okay.

Josh Jacobs: No.

Del Seymour: There's not?

Josh Jacobs: I don't believe. That's not something that we have a dedicated position for. We have been working with the Spark Initiative, which has been looking at different biases that exist within our systems overall. Just looking at the racial inequity that exists. That group has been focused on those pieces of our system and how it functions. We're hoping to as we work more with them and get into that we'll definitely incorporate that. But we are, as a piece of this, we're definitely looking for racial bias that would go into the survey and how that could implement the way that people are prioritized for our services.

Del Seymour: Still, what we've run through the day, did we had any comments or things we want to table or put on the board for the next agenda? We could actually talk about formation of agenda now. Is there anything that we need, that anyone has got going on? We know we're going to have HESPA here, we know that. And anything else that you know about your office? Any recommendations of scheduling or anything, anyone's got anything going on?

Jennifer: I'd like to know a little bit more about how the encampment removal is working, where are those, I'd love to hear some numbers about where those people are. We had a conversation a few months ago and just a brief update would be really helpful for me.

Kelly Cutler: Hi. My name is Kelley Cutler, I'm with the Coalition on Homelessness. This item wasn't on the agenda. So next week is Homelessness Awareness Week. National and so we're doing an action for that. This one's going to be awesome. We're going to sleep out. It's going to be at Powel on the 16th. We did one for MLK day like three years ago and it was really cool and a lot of the folks, it's a very diverse group. There's Housed and unhoused folks there. The folks that are unhoused, I remember we came up the next morning, I said, "You know that was the best night's rest I've had in a long time?"

Angel Carter: My name is Angel Carter. I'm the Intake and network manager for the Salvation Army Harbor Light Center. I am actually up here to give a comment about a subject that was already discussed, the coordinated entry recommendations. I would like for substance use disorder individuals to be included in the discussions. Individuals who are currently in long-term residential treatment facilities to be included in conversations about prioritizing them for housing. Thank you.

Del Seymour: This is actually a veterans Week. I don't never call it Veterans Day. It should be Veterans Year. But at least, it's Veterans Week. We had a wonderful Veterans Parade yesterday at Pleasanton where we're having events all week. I really want to shout out to organizations that are working specifically with veterans and the other organizations that active

in housing our homeless vets, who never should be, just never should have to go to the streets. Specifically sourced apply shares, since you're here this morning. Thank you both for what you do. Trumisia and Ben. Ben, you're out on the streets all the time. Meeting is adjourned.