

Draft Minutes

November 2018 LHCB

Del Seymour: Welcome and Introduction

Del Seymour: All those who are opposed to the introduction of these minutes, say no. Okay any objections. Can you put that there?

Minutes unanimously adopted

Thank you. Our next item will be coordinated entry family advisory council, Elizabeth and Leslie presenting for the department of HSH.

Leslie Bilbro: I'm the program manager for coordinated entry and I'm here to speak to you about the family advisory council which was launched last year. The goal of having this council was to have families who were experiencing homelessness come before us and meet every other month and talk about some of the challenges they would be facing or they were facing as it pertained to coordinated entry. So I'm not going to take up any more time and I'm going to allow or ask Ms. Metchiko to come speak to you.

My name's Mectcho and I'm here today to speak to the LHCP members to address concerns regarding families that are facing homelessness every day. I and my son have resided with a few shelters within the San Francisco County and have experienced some positives as well as some negatives within the shelters.

I'd like to speak on the length of time you can stay at shelters and the lack of affordable housing within San Francisco County. There are different lengths of times a family can stay at shelters. Shelter stays can range from 24 hours to 90 days. 90 days is not sufficient enough time to get your children settled into yet another school, find halfway decent childcare and after-school programs, maintain a job or look for a job, and most importantly, look for permanent, safe, stable, and affordable housing for yourself and your family.

When you are in shelters, you're struggling to get adequate help from your shelter caseworker. That's if you're at a shelter that offers case management. Due to caseworkers being overloaded with too many clients, or worse, having the case manager that is uneducated or unknowledgeable on affordable housing openings, available SROs and seeking affordable housing in other cities and counties.

Shelters need to consistently educate themselves on housing that is available now and achievable amount a time within their shelter's policy stay. And every family that enters into a shelter should have the same stay time. For example, if you enter into a shelter and the shelter policy states that the shelter is a 90-day stay for families, then it should be that way for every family. I stayed in a shelter where the stay was 90 day. It was a 90-day stay. Yet I and others were continually

informed that we only had 90 days to be there. Yet there were several other clients that were at the same shelter for a year and more and still resided at that shelter. And it didn't matter how much I looked for permanent housing every day, and I went out and found outside help and found organizations to try and assist me with locating available housing. My case manager just sat back and let me do the work. Then she wanted whatever information and help I found so that she could pass it along to another client, or worse, state to her supervisor that she had actually found the information herself.

It's happened to me way too many times, so there is a greater need for shelter case managers to be consistently informed on available and affordable housing for clients. I also struggle with having no transportation to seek housing. There was van rides for certain clients and for most clients, you were on your own when it comes to having available transportation to prospective housing. Transportation tokens were also a big issue when we were in the shelters. Some clients could get them and most couldn't.

A big concern for families is that 90 days is not enough time to locate, apply, try and get help with the deposit, and so on. Shelters for families seeking permanent housing needs to be more than 90 days. Case managers need to be more available to assist families with finding, filling out housing applications when needed. Not just be told there's a possible lottery.

Lotteries aren't immediate. Lotteries are you being placed on a waitlist, and that's if you're lucky to be picked. I would like to know if the mayor, Ms. London Breed will attend these meetings, especially since London Breed was so strong about supporting the homeless families and developing more affordable housing for San Francisco families.

Del Seymour: I consoled a family this morning. The first thing I told them, "First thing, take San Francisco off your list. It is probably not going to happen immediately." I commend you for looking out of the box and looking out of San Francisco because that's probably where you'll have some more immediate success. But I don't know how we can address some of your concerns about the disparities in the shelter system. And I know you're not the first person who has raised these issues. So responsibility lies somewhere in the department to regulate and investigate your concerns.

Sophia Isom: I'd like to know what you think a reasonable time period would be for families.

Michiko: For families in shelters, I think possibly six to nine months would be more sufficient because 90 days is way, way too short. I think about families that have more than one child. It took me two months just to get my son in decent aftercare so that I could start looking for a job. And the shelter that I was at, they didn't have any knowledge of where I could go to seek affordable housing aftercare or childcare or free childcare.

Elisabet Medina: I'm the program manager for family shelters and family transitional housing. Thank you for the opportunity first I really want to thank for her presentation. So we received 11

recommendations over the course of the year, and have provided a written response to each of the recommendations. They were made available to you prior to this meeting, and to the public on the table there. We want to continue to have opportunities for feedback by continuing the Family Advisory Council by having different mechanisms whether it be having a website or a hotline, or, as you have suggested, drop-in opportunities for families to provide this feedback. We also recognize that in the course of family-coordinated entries, families haven't always received consistent messaging, and so one of the things that we're being very diligent about is providing transparent communication and to have more streamlined communication across our family access points, rapid rehousing, shelters, and other interventions.

Since the goal behind coordinated entry is to have a standardized process for homelessness prevention, and for families to be able to access the services in a streamlined way. We really want our access point to explain what families can do and what families are eligible for. So we really look to our access points to be the first place for can to go for information about what they're eligible for.

And in terms of the feedback directly about shelters, we really see this as an opportunity for growth. All of our shelters are subject to standards of care, and there are definitely mechanisms that are in place for folks to go to if they need help or if there are things that they're concerned about. We really encourage our families to go to those bodies, but also to go to the staff of the organization and to HSH staff to address those concerns.

I'm committed to coordinating all of the family shelter providers and access points on a biweekly basis in order for them to have the information necessary to do effective work with families and to relook at policies that need to be relooked at. Those are our responses to the recommendations.

Del Seymour: So are there situations where a family is staying in a shelter, counting their days down until they go back out on the sidewalk? Is that a reality?

Elisbet Medina: There are different lengths for stays. There are some congregate programs that are 60 days and that is a finite amount of time. There are other programs where we do have set in place a requirement for which a family can extend their stay. So for example, if they're in rapid rehousing and they're looking to move to a different community, we would extend their stay in order to provide them the amount of time necessary to find suitable housing.

Del Seymour: So the responsibility of finding housing is completely up to the client?

Elisbet Medina: Not necessarily, we are working to coordinate as a system. And so it falls upon access points, rapid re-housing programs, shelters, and of course, clients also have capacity and we also want to empower clients to also self-resolve in places where they can self-resolve. And so I think it's going to take all of us.

Del Seymour: We can't rely completely on the contractor. Obviously they are overworked. I think, maybe, we could get a little more effort from the HSH intervening as the situation where someone is in their last four days or three days. That must be miserable staying in that shelter with two kids and counting your days down until you going back out on that sidewalk. That's a death sentence in itself. I mean, we got to do this is put people outside on the sidewalk are we?

Sophia Isom: I just want to know what your thoughts are about why some families receive additional support and resources, and why some don't. I know you mentioned about if they're in RRH, fall behind or something like rapid housing, but it sounds like from the previous presenter it seems like there's a pattern or a perception that some people get offered additional support and resources, and others do not. Why do you think that may or may not be happening, and what can be done to improve it?

Elisbet Medina: So this is honestly a very active conversation that we're having. One of the things that we have recently revisited is our shelter extension policy. It is really thinking about what are the folks that are having opportunity in terms housing and so looking at folks who are either in the process of rapid rehousing or are slated for a unit in a permanent supportive housing, which luckily this year we've had a significant amount.

So it's providing folks an opportunity to extend their shelter stay so that they're successful in those additional interventions. The reality is that the availability of those other interventions isn't as much as we would like it to be. And so, unfortunately, because of that availability, it means that there is going to be differences in what families are able to do and extend their time for.

Leslie Bilbro: Back with the adoption of coordinate entry in October there's this creation of awareness and families are moving at different rates. So while they may be at Hamilton Family congregate for 60 days, they may be slated to go to individual room shelter. And so as opposed to allowing families to go out on the streets to come back in, they're staying at the extended.

We're working across programs to not only work with each other and better coordinate what we're doing, but also having collective conversations with everyone in a room. So perhaps she has a regular Wednesday, twice-a-month meeting with family shelters, we're inviting the rapid re-housing providers. We're inviting the access points, so that we're all learning to speak the same language as it regards coordinated entry and in particular these individual programs.

I think you see here with the presentation this morning is we're transitioning from a Family Advisory Council to Elizabeth taking this over because of the overwhelming majority of the feedback pertaining to sheltering so we are paying attention, we are listening. It will take some time and I'm glad that Ms. Michiko was able to speak because that's the reality of what's going on. But we are working to coordinate those efforts to make sure that what she's presenting doesn't continue to occur.

Ralph Payton: First of all, apologies for being late. I'm happy to hear that you are revisiting the reservation system for Family Shelters. And I know that for a while there have been sort of the exceptions to the policy. If housing had been identified but their moving day is yet to come. So there's allowances in place for that but it feels like-- and I understand that Family Shelters is at maximum capacity but when we exit a family that's at the end of their six months stay at a family shelter, and they are not as far along in the process to warrant an exception to the extension policy, most families start over from scratch when they are exited this soon and they have to go back into the emergency shelter system or try to find another shelter to stay in. What are we doing to help those families so they are not starting over from scratch when they do exit the shelter system and they weren't allowed an extension?

Elisbet Medina: So when it comes to families that are exited, when speaking to providers, we had a very candid conversation of how much time do families need and what are average shelter stays. That conversation has been that four to six months is the average shelter stay. One of the things that we want to happen is for case managers, for access points, for the different people that are involved in working with that family to have a viable option for that family before they exit. But the reality of the situation is that because of also the availability and because of the family's circumstances, that doesn't always happen. And so a part of it is building capacity within our shelter system and also working with the families existing resources as well. And so there's more to do in that area.

Leslie Bilbro: Another way that we manage around a family restarting is through the one system. So when you access Coordinated Entry and we're collecting your information, we have a history of information of where you stayed last as long as you're engaging with the department in the homelessness response. So folks aren't necessarily starting over and I mean, with these meetings that all of us are having, we really proactively try to figure out as a community, if you see someone is about to be exited, what can we do? But as Elizabeth has said, some situations occur where we aren't able to catch that and families will have to go back to the beginning, so to speak. But we are really with the system that we're putting in place with the Coordinated Entry, we're trying to make sure that everyone is aware and we're minimizing the time that someone cycles through the system. And we really want people to stop cycling the system but if they do, how can we lessen that impact by keeping them in houses and shelter versus allowed back in the street and if they have to exit, making sure that they understand what their options are.

Ralph Payton: That's fantastic. And so for the safe haven shelters, do they still have a six-month stay?

Elisbet Medina: So initially, in all of the individual room shelters, it's a 90-day initial stay and then with the option to extend--up to six months and if more tenants need it after that and the family is suited for either Permanent Supportive Housing or is working on rapid rehousing, those are different opportunities where that person is given the option to extend.

Ralph Payton: So I know for the last several years, we've seen an increase and beginning to increase in the length of stay for families. Five years ago, it's around four and a half months. Now you said that it looks like four to six months. I assume it's closer to those six months, I would expect. In the Raphael House, we've seen an average stay of around seven months or so. So it feels like the extension or the length of stay policy hasn't changed over the last many years.

But we're seeing an increase in the length of stay for shelter I'm wondering if this is something that we need to examine, I guess, on a broader level, to increase city-funded shelter stays to eight months or so. Again, five years ago, families had much more time.

Not only to deal with the trauma of homelessness but also to get to the space where they can access resources to help them get out of that cycle. But now, with the, again, housing crunches, it's harder to find housing. Knowing this information, how can we create a more supportive length of stay parameter for families?

Elisbet Medina: I will say a recent change that has taken place in policy is shifting the decision-making. So prior to my coming on with the department, that decision was made by HSH staff as to which clients merited an extension and which ones didn't. I can say now that all of the family shelter providers, it's up to the program directors whether the clients are issued an extension or not, and part of that reasoning behind that decision was because we know that program directors and case managers know their clients best. And they know best the family's circumstances, and who would best utilize the additional time in order to gather their resources, in order to get in line their different options. And so they wanted to put that decision-making power on the program, rather than have it lie with us when we're one step removed from the process.

Ralph Payton: So that's good news. Obviously, I didn't know HSH had taken over the decision process historically for the last many years that it was a solution which the program directors and case managers that oversaw the decision process.

Del Seymour: I would still like to see some involvement with HSH in that decision process because this young lady's told us a nightmare story about her case management-- the assessment of her case management. And she's not the only one that's told me-- I mean it's like it's a script. I hear the story all the time. So I wouldn't be as comfortable with giving it back to the provider, because we hear so many of these horror stories. And I would like to think that HSH would be more credible and fair in their decisions, or at least in their involvement in the decision process at some point. And the other thing is, have we got to the point now that we are reaching out to providers out of county, where the housing is more available?

Leslie Bilbro: Our program manager, Alan that's responsible for rapid rehousing is not here, but as you probably are all aware, a lot of the housing that's slotted to rapid rehousing is outside of San Francisco. Could there be better coordination as pertains to a family who isn't based here, has a support system here, and now moves outside the family's-- is now moving out to Sacramento or Stockton. Yes. Are we there yet? No. Are we having the conversations around

how do we make this happen? Yes, but it is a regional conversation. It is not a local San Francisco conversation. It's a regional conversation. And I know that there are conversations at Jeff's level and his counterparts round how he will coordinate our services for folks who are experiencing homelessness.

Andrea Evans: So following up on Del's question about the extension. I'm wondering if you could speak a little bit about what the criteria is. I've heard only mentioned perhaps they're close to getting into rapid re housing or something like that, but is there some written criteria? The second part of the question because it sounded like Leslie was saying that maybe this council was going to dissolve?

Elisbet Medina: So in terms of the shelter extension policy, the other way that we frame it is a family success plan. And so what our vision is for this plan to be for case managers to work with families both from the very beginning of their stay, but also throughout their stay to be checking in, at minimum, checking in weekly or biweekly and to really set realistic goals for this family based on their circumstances. And so we're looking for families to reach milestones. And so its thing like increasing income, increasing savings, being aware of the different housing opportunities that are available. And so we really look for the shelter case managers to work with clients in reaching these milestones. And so that they're coming up with a plan together and it's a collaborative process. And I'm happy to provide the written instructions and how the plan and policy work as a follow-up.

Andrea Evans: I think that would be really helpful because we know and it sounds like from these experiences that there's bias built into the system, so not everyone is going to present and get the same level of care in their family success plan as other families who come in. And so I think it's really important to make sure that everybody understands what the criteria is and that people who are going through the process can advocate for themselves. And you can only do that if you know exactly what you're supposed to be able to-- what you're entitled to. And I guess I have a concern that not everybody's going to have the same level of information going in, and therefore, the results aren't going to be the same coming out of the system. So I just wanted to be clear on that. And then if you could speak to what the future is for this council and responding to some of the recommendations that have been put forth.

Leslie Bilbro: So again, when we started this family advisory council the goal was really to address some of the concerns the families may have as it pertained to coordinated entry. But as we progressed, we had a meeting every other month, so we were having about four meetings in the early spring and had to stop for a moment. But as we progressed, the families made it very clear that most of their concerns pertained to shelter. And so we're not stopping the meetings. We're transitioning the meetings from the family advisory council and broadening that conversation which Elizabeth leads since she's the program manager for family shelter and family and transitional housing shelter. We're opening up so they can have a voice where they want to talk about ongoing concerns with shelters. And so that's how we're transitioning. We got

some really feedback, again most of it pertained to shelters, and so we wanted to make sure that they have a format to speak around how they're experiencing the shelter.

Kelley Cutler: What are the caseloads of the case managers at the family shelters?

Elisbet Medina: I can definitely get that information as a follow-up, but as I understand it correctly because our family shelters also vary in terms of capacity, so the larger shelters have case management teams and the smaller shelters have one to two case managers for approximately 10 to 15 units.

Del Seymour: Because of all the new information that you have sent and shared we would like to have you back next month.

Public Comment

Ace Washington: Commissioner James, I've known your brother. We go back for twenty, thirty years, way back when it was a field war. So, anyway, I'm here. I'm not here to impress. I'm here to impress on this department on the homeless and the director. I'm simply here to analyze what the hell is going on with this homeless program. I'm homeless. I was homeless until the city put me into the shelter, then the SRO, then God sent me down from there because I surgery on my head and I had to go to the medical board. But I'm here to say, the homeless program is broke. You ain't broke financially because you've got millions. I'm talking about the system is broken. You need a monitoring system to watch everything because I'm going to complain. My name is Ace. I'm on the case. It's my first time coming to this commission. I will be back and that's a fact.

Del Seymour: Thank you for your efforts. Ace is a regular at City Hall in a lot of meetings expressing his voice for the public and for people that are marginalized in this city. So, I thank you for that service.

Scott Walton: I'm back again related to this Shelter Advisory Committee which is the committee that oversees that shelter grievance process. At your September meeting, you added candidates to this committee, and were very supportive because we reached quorum for the first time in a year at our September meeting, and this group meets quarterly.

At the October meeting, we came back and revisited the eligible criteria for the TAY consumer seats because we were seeking, and you provided clarity as to the eligible requirements for that seat, so I'm very happy to come back today with three seats that are open and six nominees for those seats.

We have two at-large seats that can be filled by anybody. It can be a former client, a current client, an advocate, a provider, a concerned citizen. And for those two seats, we have four nominees. Some of these names would be people that you saw interest from at the September meeting, and then we have the TAY consumer seat which was defined as somebody who was in the age range of the TAY clients, 18 to 24, or within two years of receiving TAY homeless

services which could extend that age range up to 26, maybe 27. We have one TAY consumer seat, and there are two candidates for that seat. So what I would like to do is call them off and if they're here, let them each make a statement. This is an important part of our city shelter system, and so your support in keeping this committee full with members is great.

Terezie Bohrer: I'm here before you as a concerned citizen, as an advocate. I have a history of being on the shelter monitoring committee. I have extensive experience doing grievance handling. I know how to be fair, how to be impartial. I'm familiar with standards of care of our shelter system on it. My past history, I was the director of mental health for a county the same size as San Francisco, 800,000 people at that time. And I did a variety of case management programs in the past, mental health programs, developmental and then on disability. Back in the 80s, I did pediatric AIDS case management. We learned how to deal with that problem. And I very much would like to be part of the Shelter Grievance Committee. And I'm more than willing to answer any questions.

Stephen Irwin: I'm seeking first-time appointment to a seat on the San Francisco Grievance Advisory Committee. Given my personal history, the experiences of chronic homelessness, I know what it's like to be a client in the shelter system. My issue spans 10 years. I believe my input and perspective on shelter issues is indispensable. I appear here today with letters of recommendations. With experience and advocacy work tackles so many issues from power and prejudice to acceptance and inclusion. I'm very proud to work at an organization that will supply some financial support when it comes to addiction prevention and housing stabilization. I also spent a lot of time on my research at UC Berkeley, focused mostly on social policy and social welfare-related issues, and will be graduating with honors in May. I am currently working on my research project, including involving coordinated entry in the algorithms. I've also spent two years serving on the San Francisco Shelter Monitoring Committee, and colleagues can vouch for my strong work ethic and commitment to San Francisco's shelter system. In a quick answer, what is the main thing wrong with our shelter system?

The only reason I'm here today and I've gotten to where I am because I live in a rare transitional housing program that doesn't kick you out. You leave when you're ready to. And that is huge. I'm not the first person to graduate college and pursue graduate school. The person who had my room before me completed his Bachelor's at San Francisco State and his Masters in Social Work, and that motivated me to do the same, exact thing. And I think that if the same services that I'd been offered were extended to some of the others, we would have more success stories.

Henry Brown: I am a formerly homeless man in San Francisco. I became homeless in 2013 at the age of 19. I had three months' experience living on the street, about 18 months in shelters, and about two and a half years in transitional housing and supportive housing. I've experienced one exit, and I've had four friends who have experienced an exit and I've met dozens of counterparts who have also. I've witnessed exits in the adult system as well. All I'm interested in is finding common ground between the non-profit organizations, the county government, and the people

using the services who are the end users such as me since I will be in the consumer seat. And I have experience going to board meetings; being a part of committees. And just being very dedicated to the cause, I consider it an honor to be able to participate in solving the homeless problem in San Francisco. And I want to thank you and everyone else behind me who does the good work every day. And I'm very optimistic come the end of 2018, with how our city's going. It looks like new things are on the horizon.

Scott Walton: So you have the materials on these people. I will also add, as this was discussed last night, that to the TAY consumer seat and, actually, to any of our newest members, the Shelter Grievance Advisory Committee will look at how it can better support members. That was a request from our youth advisory group that we offer mentorship and so forth to any new member to the committee. So that's already on the agenda for the Shelter Grievance Advisory Committee.

No Public Comment:

Stephen Irwin- nominated and unanimously approved.

Terezia Bohrer- nominated and unanimously approved.

Henry Brown nominated and unanimously approved.

Howard Chen: Good morning, members of the local homeless coordinating board. First of all, I would like to thank all of you for taking the time to consider appointments for the committee. The shelter monitoring committee is responsible for monitoring city-funded shelters and resource centers for compliance with minimum operating standards known as the standards of care. They do so by investigating client complaints, conducting site visits at city-funded shelters and resource centers, and making recommendations for relevant city and shelter policies. The committee members themselves are actually responsible for forming the site visit teams and going out to the shelter sites during shelter hours to document shelter conditions and any instances of noncompliance of the standards of care. I will review the eligibility requirements for the four seats appointed by the local homeless coordinating board and then each of the applicants has been asked to prepare a brief statement about themselves and qualifications for appointment.

I can tell you that I enjoy working and during the past, little bit over a year, of working with Howard and other community members, I've learned how to take these standards of care and make sure that the service providers are practicing them, and that there's a solution for them, in terms of being able to be in compliance with the shelter and implementing the communities standard of care.

I work for an organization called Community Housing Partnership, which is a service provider and also a housing provider. So we provide services and housing to homeless individuals and that just means that we're case management for our portfolio. I've also experienced

homelessness. As I've stated previously, in my initial appointment in letter that I experienced homeless in San Francisco, and I was taking advantage of the Larkin Street shelter youth system, for a period of time. I was also eligible to go back to school in San Francisco, which is very difficult. I've never graduated from that program, so that's pretty much it.

Maria Bellinger. I'm much honored. I am seeking appointment to the shelter monitoring committee. I have been for the past almost two years, the program coordinator of A Woman's Place, which is one of the shelters covered by the committee. And so I understand sort of from a management perspective how the standards of care-- how they look in real world time, how they're implemented, how they fail. And for that I was a peer counsellor. And for that, I worked on the front lines, and so I also understand from a front line, minimum wage staff perspective, how the systems that we set up, how they succeed and how they fail. And I think that I can bring that perspective to the committee, so that we can really get some good data and also just a really accurate picture and also, sort of, figure out what priorities are, even. And before that, also that the reason why I'm here is that I too have experienced homelessness. I spent about 18 months homeless in my 20s, and that experience has really informed everything that I've done since then. It's informed my schooling, it's informed being a single mother, and it's informed all my work with my clients. And so I think that what I like to focus on are things like trying front care, things like actual safety and things like mental health services in shelters, and harm reductions for people that use substances in shelters. And I appreciate your time and your consideration.

Anastasia Dudley. This is my first time in coordinating anything like this, so I'm definitely honored. I am a nominee for shelter monitoring committee. I have an eight-year-old daughter, and I'm representing the homeless community as well. In my personal experience, I have been told that "This is the one for you. Don't worry." The standard care is definitely more than the humility to be in an environment where one can feel safe and definitely overcome boundaries that they need to. I currently volunteer for a food shelter. I have AA degree-- or one class away from an AA degree. Working on my bachelors. I am in a shelter right now. It's a three months to six months shelter. My biggest barrier was definitely my case manager. You live in a place where you see different people in different walks of like giving different resources.

Joseph Keenan: I grew up gay in Oklahoma in the Eighties. I completed medical school in psychiatric training at UCLA. Currently, I spend almost my entire day helping the community. I'm currently medical director at Code Tenderloin where I help our members address mental health issues that hinder job success. I'm also medical director of Concern, where I help the frontline workers with psychological problems that might arise from working in the trenches. I'm on several city boards, including the SFPE, Homeless Policy Advisory Committee and the City of San Francisco Shelter Grievance Policy Committee. I walk the streets, working in the trenches with the GLIDE harm reduction team. In addition, I regularly attend the SFTL HIP, Health Improvement Project, in the mid-market business association needs. I know the system from many different angles. I have a deep knowledge of homelessness, the shelter system, and people

trying to get back on their feet. I am the beneficiary of the shelter system. I have lived in four shelters in the last year. I currently live at Sanctuary.

Howard Chen: I don't believe Remy is here today.

Gabriella Avalos: I'm actually currently a case worker for Lutheran Social Services working for DAH, Direct Access to Housing. So most of my clients are actually individuals who have a long time in homelessness and have now become housed. And so I actually just started doing this type of work for the last two years. And the main reason why I'm here and really interested and hoping to be part of this committee is specifically what a lot of these individuals have already spoken about, specifically, monitoring, understanding exactly what goes on in a shelter, how it works, how does it not work. I would love the opportunity to be able to visit some of these sites. As a mother, as a native, these things are important to me. Seeing individuals walking in and out of shelters is difficult. And I would really just love the opportunity to be part of this committee and see where I can help, see where I can learn.

Stephen Irwin: I was here two years ago, and I currently sit on seat number four of the San Francisco Shelter Monitoring Committee. I'm seeking reappointment. The past two years have been incredible learning about the shelter system in its entirety and the people who use them today. We've recently reached a 100% site visit attendance rate, which is evidence of the importance the community sees in doing such an important job in our community. I really enjoyed doing the site visits when we have the opportunity to get anonymous client feedback. I just had a friend that finished 21 months living on the street and doing a 90-day stay in a shelter bed.

Andrea Evans: Well, a special question regarding where the work of the Shelter Monitoring Committee stops and the work of the Shelter Grievance Committee starts. And then, if you can just walk me through how many seats are up for today that we're voting for from these applicants.

Howard Chen: So as far as the Shelter Monitoring Committee itself was mostly—in the shelter itself, what's going on inside the shelter facility and the shelter operations. We do not make recommendations about the Shelter Grievance Policy.

Public Comment:

Board unanimously voted for appointment of the following for the SMC:

Jonathon Alder-Seat One

Nastassia Dudley-Seat Two

Joseph Kenan-Seat Three

Stephen Irwin-Seat Four

Ralph Payton: Howard, when will we get-- for the people that did not get nominated today, when is their next chance to apply within the next openings you expect?

Howard Chen: So there are two other nominating bodies for the committee seats. Those would be the mayor's office and board of supervisors. We are currently still accepting applications for those bodies.

Jeff Kositsky: Good afternoon, commissioners. We're running a bit late, so I'll just go through this as quickly as I can. This is our monthly reports.

Ralph Payton: Quick question, Jeff. The referral number, it has an asterisk beside it.

Oh, that's because some people are referred to multiple places. Yes, I think there's a little asterisk down there that explains that. This is the waiting list for the shelter. No major changes from previous months in either vacancies or new requests. This is data from navigation centers which for whatever reason despite the fact that navigation centers represent only about 10% of our shelter and less than 5% of our overall homelessness response system, we do get a lot of questions about them.

As you all may have read in The Chronicle or may have heard, the Housing Authority has suspended the issuance of new vouchers. Not just for the Moving On program, but for most programs due to financial challenges that they're facing. I know that the city and county of San Francisco recently needed to lend the Housing Authority \$20 million and HUD has lent them an additional 10. Just to kind of keep up with current demand. We'll have more information in January, but I do want to point out that this is a major problem for us. A lot of our modeling around how we're going to achieve our goals around reducing homelessness during the next five years counted on a certain number of people being able to participate in the Moving On program.

This next line here is the late Mayor Lee's 1,000 People Project. The mayor wanted us to get 1,000 people off of the streets who would not have gotten off without expansion of services or new things that we did. It was a very-- we've been very careful to not turn this into a numbers game. We actually have the list of the people with certain criteria. They had to have been sheltered for at least seven days. As of the end of September, we were at 857 placements. I think we probably have crossed the 1,000 mark already, but we'll report that officially at the next meeting.

Mayor Breed has announced shelter expansion of 1,000 new beds with 500 opening by the end of 2020. Some of those were already in play. The first one of those 1,000 was 125 Bayshore, which is 128 beds, which just opened a week or so ago. But we also are looking at expanding new shelters. We are in the process. As some of you may have read, Mayor Breed has called for

a sort of a new look at the Navigation Center model, and is calling those Safe Centers or Shelter Access for Everyone, which the idea is to take what we've learned from the nav centers that have been the most successful, very low-barrier to entry, people can come in with their past possessions and partners, different rules, 24/7 access, meal schedules, more flexible, all the things that people really have liked, but to try to scale those up because some of the small navigation centers are costing us really a significant amount of money. In some cases, more than it costs to house people. So we're trying to take what we learned and make it more efficient. We will keep you posted as we open up those new centers. We have a pretty clear path to how we're going to get to 500 by June.

Emily is leading that process. We are going to go through a series of focus groups with providers, with people experiencing homelessness, nav center clients, both the ones that have been successful and not successful, to develop sort of a model for what the safe center's going to look like. Fortunately, we have enough kind of work ahead of us right now that we're going to get to the 500 beds without opening up or planning for a new safe center. So we can, I don't want to say take our time, but spend a month or so or the next few months really getting input to decide what a good safe center just is going to look like.

Later this month, Buena Vista Horace Mann, which is an emergency shelter program at a K-through-8 school in San Francisco, is opening. We're really excited about that partnership with the school district. It's sort of a first-of-its-kind pilot in the country. And the school actually came and approached us and offered us the use of the site, which was really amazing and greatly appreciated.

I also want to add, because we were talking a lot about family homelessness, is that we did add an additional 30 shelter beds for families about a year, year and a half ago, repurposing a program that was closing called Harbor House and repurposing that into a family shelter. So with that, we'll have added spaces for about 50 families in the shelter system. We have the new Bryant Street Navigation Center opening at the end of December.

I want to also point out that we have some new permanent supportive housing for families opening up. 1063 Mission and 626 Mission Bay Boulevard. We've already had families starting to move in and I imagine that by the next time I report back to you, we will be at or close to filling all of those units.

The Rising Up campaign was announced by the mayor last month to help 500 transition-aged youth get housing and jobs through a rapid rehousing program with a three year runway and connections to employment and job opportunities. We'll probably start placing people as early as January through that program. And then also adding 450 additional homeless prevention slots for that population as well.

I want to highlight the coordinated entry efforts that are going on. As you'll see on this slide, we've enrolled 1400-- I should back up and say coordinated entry is a way to better manage your

resources in the homelessness response system. Making sure everybody is assessed the same way and that that information is used to match people up to the right services rather than people have to get on multiple waiting lists. They really don't need to get on any waiting lists at all, or get into the queue for any services offered by HSH. It's really managed. And it also, so homeless people don't have to go from place to place answering the same questions over and over again and nobody being able to give them any information about what's going on. We're still probably a year to 18 months out before the system is fully functional, but we've made a tremendous amount of progress. In September we enrolled 1400 clients. We are in the process of making an assessment list. We are trying to get to over 2000 people assessed by the end of October. At the end of October we were well over that goal and we're at 3262 adults that have been assessed. Overall, there are 24,000 client records already in the one system. The majority of those were-- not the majority, sorry, half of those are residents of permanent supportive housing. And the remainder is people who are in our shelter system or on the streets.

On the policy updates, just wanted folks to be aware of the various state and federal policy issues that are going on. I'm not going to read through these, but our team's working on advocating for additional funding and better services for homeless folks, both at the state and federal level. Attending probably a dozen or so meetings at least on a regular basis.

November 12th is National Hunger and Homelessness Awareness Week. We're going to have a number of open houses and programs during that week, which will be put out in social media and email and on our website.

Del Seymour: I've got a quick question. Last time I was really excited about anything going on in the city, as far as some of the services, is when we opened Pier 90, a capacity shelter. Personally, I would really like to see your department going to capacity sheltering like other cities. I was in Chicago not too long ago.

Jeff Kositsky: Yeah, I agree we have to balance the need for wanting to scale these up, but also not wanting to make them so big that folks are not interested in going into them. But I overall, Mr. Seymour, agree, and I made this recommendation to the mayor and I'm very pleased that Mayor Breed accepted our recommendation and is not only is committing more resources and energy into extending the shelter system but is trying to do it in a way that's based on what we've learned and recommendations that are coming from the department and from the community.

Del Seymour: Did you get a good feeling about the Pier 80 shelter? How did you feel about that?

Jeff Kositsky: Pier 80 was before my time - but a very popular program that was put together to address concerns around an El Nino event that was supposed to occur. It never really did, but I believe there were about 150 beds there. It was in a tent inside of a warehouse. We can't replicate that. That site's currently being used. But we are looking at other similar sites around the city to open up facilities.

The other thing I want to point out is that part of the challenge with the navigation center model has been we are investing a lot of money in temporary sites and then having to close them and move them. The closing and moving is not only very expensive, it's incredibly traumatizing for clients and for staff. And so we're really looking for sites that we can have opened up for more than a two or three year period. We're looking at a five, ten year window or longer, because unfortunately I don't think the demand for having a safe place for being off the streets is going to reduce any time soon, and we're not meeting the demand that's there now, so we're going to keep doing this but try to do it in a way that better utilizes public resources and does it in a way that's both really cost effective and meets the needs of homeless people.

Sophia Isom: I have two questions. I'm just curious, what caused those long-term vacancies, as you mentioned earlier in your all right?

Jeff Kositsky: So a great question for those of us who've worked in permanent supportive housing, especially in housing authority funded units, know that the process of getting a client from your door, approved by your organization and then certified by the housing authority, breaks down often times when they need to go to the housing authority due to a whole variety of issues, delays in inspecting units, delays in criminal background checks that are required by HUD but the city doesn't necessarily require delays, and you have to go to this meeting but the meeting only happens like two times a month, so you just got to sit there and wait for two weeks while you're struggling. We have worked and fixed a lot of those things, we had a really outstanding meeting with the housing authority, Mayor's Office of Housing and HSH where we did a sort of walk through the process or making some corrections so that these don't happen again. But part of it is also specifically on these units is that you have an applicant, and they go to the housing authority and then for whatever reason, the housing authority rejects that applicant after holding the application for 90 days. Then you have to start all over again. So trying to figure out how to build a queue, but not violating any kind of fair housing or housing authority laws, but. I think we've come up with so much better processes and I don't expect that this will happen again. There's a lot of attention on this, but from the housing authority in Mayor's Office of Housing, and the Mayor's Office themselves are very focused on it.

Sophia Isom: And my second question - and you may have said this and I missed it - what is the capacity for Jelani House when it comes on line?

Jeff Kositsky: Though I won't be able to serve about 24 people at a time or so, 17 women and then for those who actually give birth, they're very intense as well, so we're estimating about 24 individuals in 17 households at a time. It's a transitional housing program so they will likely stay in place until they are able to find housing for themselves and their babies.

Kelley Cutler: I do have a question about the vehicle in encampment resolution team. Can you tell me a little bit about that and about the policy that's going to MTA tomorrow?

Jeff Kositsky: Well, I don't know much about the policy that's going to MTA tomorrow, but I can talk to you about-- I can present to you the next meeting if you would like what I'm working on the MTA presentation have it done by late tonight. But essentially there is obviously a growing challenge all over the country with people being forced to sit in their vehicles, which is, you know, in some way is not that different from somebody having to live in a tent or live on the street. This is not where folks should have to live. So we've been doing a couple of things on this. One is we took our encampment resolution team which really has been not really dealing with any large encampments. All of them have been resolved, and they piloted sort of the same process where the team went out and assessed everybody and spent about a month getting to know them and then trying to find solutions for individuals. It was a small effort; it was just a pilot program.

I know that some of the vehicles were public health hazards. They weren't registered to anybody, they didn't move, they were leaking and people in them were not well. I know three people went to navigation center. One person had to go right to the hospital, and I'm not sure of that individual situation right now, and some folks just decided to leave. They have either abandoned their vehicles or drove them away. But it was a pilot.

I think we're learning the difference between tent encampment and vehicle encampment, as these vehicles are, for many folks, not to say that people's tents are easily replaced, but vehicles are even harder to replace for folks, so we want to be really mindful of not taking away somebody's only asset or their only possession that they have. So we've been doing that.

The other thing that we've been doing - and these are all just pilots and experiments trying to understand what's the best way to address the problem - is trying to see if there's some people who are here that are kind of stuck because their vehicle doesn't have a registration or they've got tickets or it's broken, is how can we help those folks if they want to go somewhere else, get to where they're trying to go, in sort of a homeward bound approach.

And some other things that we're exploring but not committing to, one would be like a safe vehicle storage, so if somebody wants to come into a nav center we can store their vehicle somewhere so they don't have to sleep on the street or even in a safe parking facility, but they could come indoors to a nice place while we figure out what to do and then leave their vehicle in storage while that's going on.

Also our looking at safe parking has been very mixed results around safe parking around the country. Most of the programs have not been very successful. Some have, absolutely, especially the one down in Santa Barbara, and a few others. So we're exploring those. We've done a bunch of research. But mostly what we're trying to do right now, we just completed a comprehensive study of-- not a study, a count of all the vehicles people were sleeping in in the city, to the best that we could do. We found about 435, if I remember correctly. There's a story about it in The Examiner today. There were, I believe, about 387 last time we did a point in time count. So we

saw a pretty significant increase of about 50 more vehicles. Now we're going to go out and survey about 10 or 15% of those people in different geographic regions to try to understand and create an understanding of need. Some folks may need a homeward bound type intervention, some folks safe parking might be the only thing that's going to work for them. Some folks, I think maybe they'll come into a nav center if we can store their vehicles. So we're trying to determine all that and get all those folks who want to into coordinated entry at the same time. And then we're going to figure this out.

As you know, I think you were part of a small learning group that got together to talk about these issues that made some recommendations. Emily Cohen helped lead that effort, and we're going to build on that after we do this assessment. But we are absolutely going to work on this issue and work with MTA. MTA's been actually fairly - not just fairly - very cooperative.

Like the other day they were going to tow somebody and we said, "Please don't. We think we can help this person to solve the problem." And I got a call from somebody from this Coalition of Homelessness organization, which we really appreciated knowing this was happening, and then we were able to resolve it and we're working with that individual. So I think we're learning and we'll make some progress. What MTA is proposing tomorrow, to be honest with you, I'm just going to present what I just told you and let them know what we're working on. I'm not an expert on parking laws and whatnot.

Kelley Cutler: And what's the community involvement in this? Because the community's actually been working with the coalition, been working for a long time on what to do about folks living in their vehicles. And so we've been part of the work group and things like that, and so for this process, we're looking for that community involvement to be continuing.

Jeff Kositsky: I think once we do this assessment so we have better data, because a lot of times people make decisions based on how they feel or what they think might be going on. I think once we actually have done those assessments and really understand sort of the different types of needs that are out there we can bring that group back together again and revisit some of the ideas that we had. I know that there had been some proposals that came from the department that that group didn't like so we've abandoned those and are, I think, still looking at the things that were recommended including safe parking.

I don't want to say we are, we are not going to do safe parking but it's something we want to look at. How many people do we think need it? How many would use it? How would they use it? Sorry, I forgot, the other thing that we've done is we spent a lot of time researching all of the RV parks within a 50-mile radius of San Francisco and listed their availability, how much they cost.

And so that folks who maybe want an alternative to living on the streets. So with MTA, we're creating sort of a fact sheet on what to do if you're living in your vehicle. It'll probably be an iterative process because we're going to keep adding programs and resources but this is one resource we want to get out to folks right away. And there were some that were absolutely

unaffordable to low-income individuals, like \$2000 a month. But some of them actually were more affordable in the 5 to 900 dollar range. And then we're also looking whether or not it might make sense to do some sort of rapid rehousing type program and people, what they want to do, we can get them a place where they can park and live legally where they have access to sanitation etc. So we'll figure it all out together. We will definitely bring that group back together again once we finish up this research which should be in the next week or two.

Kelley Cutler: Just the community involvement piece, because there's been a lot of challenges with MTA. Even for tomorrow on Election Day and folks are really busy, we're having a hearing at MTA and they continue to increase enforcement and that's what they've been doing without alternatives. And so that's really concerning. And so that's where it's important that the community be part of that.

Jeff Kositsky: I'm hearing you recommend that they table or continue that discussion on that issue?

Kelley Cutler: On that particular issue to-- yeah. Well, if they're coming and presenting back with the Vehicle Resolution Team and these things are in the works for them not to be pushing forward any policy that's regarding enforcement when the other side isn't actually worked out.

Jeff Kositsky: We had it figured out though. Yep. I'm assuming you will be there tomorrow to express that opinion.

Kelley Cutler: Yes. Because there's so much extra. I will be there because I will be there.

Public Comment:

Michelle Malkin: I'm a licensed family therapist and clinical coordinator at Compass Family Shelter which is part of Compass Family Services. I feel very proud of our case managers and the other staff at our shelter. And how much work everyone is doing to help our families who are all very dedicated. We care a great deal and we have a lot of knowledge. I don't think that that was really said here today. I can't speak to what the other shelters are doing. I think the individual shelters are different than the family shelters but we do have rooms with their own bathrooms. We have community space. We have a kitchen and we have very dedicated workers. And I just wanted to make that point.

Joseph Mario: I live at the Harbor House Family Emergency Shelter. One year ago, I was in another program at Harbor House and the city was kind to let me and seven other families stay on at Harbor House to find permanent housing. We were told by the city that the spots were earmarked-- we were going to get spots for the moving on initiative specifically for eight families. Now, a year later, the other families' spots were honored then moved on. My family alone remains. I am informed that the moving on initiative is on hold with an unknown restart date. I'm just asking the city to honor the promise. I tried to get a hold of people for the year.

They said I was on phase two. They go, "You're in the pile." Whatever that meant. It was kind of upsetting to see everybody else get it and then you're going, "What did I do?" I was supposed to get an interview for phase two and I never got it and then now it's over with.

Del Seymour: So if you could pass your contact information to Jeff then they can help you. Thank you for bringing this to our attention. Do we have any other public comment around the HSH presentation? If not, we can move to general public comment.

General Public Comment

Del Seymour: I've been on this board about five years. There's a possibility this might be my last meeting. The city attorney has determined that because I volunteer at a business organization, that I'm conflicted. So if you come into the meeting next month and you see me being dragged down the hall by the sheriff, you know why. But I'm going to get some other opinions on that because I feel otherwise. So just in case you don't see me, I didn't leave the board because I've never walked away from anything in my life.

Jeff Kositsky: I just want to clarify that's not what-- so you are conflicted and so is Mr. Brown who is not here today. That does not mean you can't be on the board. What it does mean however is you cannot vote on really the primary function of what the local homeless coordinating board is which is to manage federal funds. If you were on the board or a staff person of an organization that receives any of those federal funds, you have to recuse yourself from any vote related to those issues-- because of the problems we had last year and because of the risk that the city phases if we are unable to raise a quorum to get our applications in on time, we want to try to minimize the number of people on the board that are conflicted because it does create potential risk to the city. And last year was no exception to that.

Del Seymour: Okay. I misunderstood you. The next meeting will be on December 3rd.

Meeting adjourned.