

Meeting Materials: <http://hsh.sfgov.org/lhcb/lhcb-monthly-meetings-2020/>

Del Seymour: Okay. Good morning and I want to welcome you to our first local homeless coordinating Board for the year 2020.

Review of Minutes 2019

Andrea Evans: I just have a couple of questions and a comment. Appreciation for the summarized version of the minutes. Want to make sure the audio is still available online for people. Additionally on page four to note clarify what the Shared Priority Project is. Explanation of what the collaboration and efforts are between departments. [Audio Minutes](#)

Minutes Approved-Unanimously

Valerie Caplan: HSH Data and Performance Team. I managed the 2019 Point in Time Count. After the count the board requested that HSH solicit their feedback earlier in the process. Presentation will review the components of the count, the methodology from prior year's federal guidance and our proposed process for soliciting feedback from the board.

HSH PIT Presentation: <http://hsh.sfgov.org/wp-content/uploads/2020.1.3-LHCB-Presentation.pdf>

PIT Count took place in January 2019 and serves many purposes: increasing the community understanding of homelessness, impacts funding for homeless services and meets federal data reporting requirements, generates data regarding homeless individuals and families and links homeless data collection efforts to local and national efforts to combat homelessness.

HSH contract with ASR to conduct the Count.

Street Count: Visual count of the city's unsheltered homeless population.

Sheltered Count: Count of homeless individuals and families that are sheltered on the night of the Count and conducted on the same night as the street count to avoid duplication.

Determination has not been made whether HMIS Data can be used for the 2021 Count.

Additionally there are surveys used conducted by people with lived experience to gather basic demographic information as well as service needs and utilization.

A Youth Count is conducted as well to gain information about youth under 25.

HUD Guidelines for the PIT administration:

- The last 10 days of January.
- Every other year counts for both sheltered and unsheltered.
- Homeless individuals must meet HUD definitions for sheltered and unsheltered.

Summary of LHC Board previous feedback:

Street Count-

- Changing the time of the count from nighttime to daytime or an early morning count.
- Using trained counters in addition to or rather than trained volunteers.

Sheltered Count-

- Including families who were doubled up or living in SRO's.
- Including guests who are living in SRO's.

Requesting that LHC provide feedback by May, 2020 and for HSH to present the 2021 Methodology during a Fall LHC meeting. Feedback and be provided to hshdata@sfgov.org

Del Seymour: You just presented four suggestions from this board. Have you considered any changes in those particular four?

Valerie Caplan: What is presented was the summary to demonstrate HSH is gathering all of the suggestions. There is a large spreadsheet with these suggestions and others HSH has received from the public and the department. We haven't begun planning for 2021 in a very meaningful way quite yet. We are still in the process of gathering feedback from the community.

Del Seymour: Who makes the changes from the list of suggestions? Is it HSH is it an HSH panel?

Valerie Caplan: It is a conversation between HSH and our vendor (ASR). The department decides what's feasible to change along with our vendor and ensuring that the methodology meets with federal reporting requirements.

Del Seymour: What department at HSH or individuals at HSH will deal with these suggestions?

Jeff Kositsky: The Data and Performance Team lead by Sarah Locher make the recommendations to the leadership of the Department.

Kelley Cutler: Question about the family count and whether a similar process can be used to the youth count where there was really digging into the process to get accurate results?

Valerie Caplan: The Family Count is conducted at the same time as the sheltered count and the general street count. To this point there has not been meaningful discussion about how there might be a change in relation to counting families. The suggestion has been made by a lot of the service providers and is on the list of things that are being considered.

Brenda Jewett: I'm wondering because you changed the methodology for the count last time. It was a San Francisco based methodology which included people who are incarcerated and then you changed it to the HUD standard. My first question is we counting towards the Continuum of Care funding? Are we counting for accuracy?

Jeff Kositsky: That is not accurate. We did not change the methodology. HSH is required to do a HUD count and done a separate San Francisco County, nothing changed at all in those. The only change in methodology was I think Sarah and Valerie and their team did a much better job of ensuring that we captured a lot of DPH programs and other programs that had been missed in previous San Francisco counts but are not considered part of the HUD count. We also changed the methodology with which we collected data from the jail and were much more accurate than we had been in the past. But there was no change or switch in methodology.

Brenda Jewett: Do you think that there was an underestimation?

Jeff Kositsky: I think in previous year's there was an underestimation. We found at least 24 programs that had not been counted, a DPH programs that had not been counted until 2019 and the jail count.

Brenda Jewett: In Los Angeles they have a three day count and a three day youth count. And I think the same thing in Houston; they have a three day count. Why is it arbitrarily one, one night here?

Jeff Kositsky: LA has over 60,000 homeless people in a geographic area and five times the size I think of San Francisco's and takes more time. Most communities do this over a one night to not double count people. HUD's preference is it be done over one night.

Brenda Jewett: There have also been suggestions made by the community to have providers and clients produce a one day, one month, and a one year estimate?

Jeff Kositsky: We do an annualization, we use a HUD published formula that annualizes the numbers to produce a number of how many people maybe homeless during the course of a year. Goal is to have a report that is pulled from the ONE\System that is similar and more effective. HUD recommends a Youth Count but does not mandate one.

The benefit of following HUD standards and having less deviation is the ability to compare data with other communities and our own over time.

PIT Count provides a very specific value in terms of the fact that it's done the same way on a regular basis. PIT Count data can be compared to the rest of the country and compared to ourselves over time, there's a value to having longitudinal data collected using the same methodology. The ONE\System is the means to provide information on a management level.

The flexibility remains in the San Francisco Count.

Valerie Caplan: Over time, the street count really hasn't changed much but for 2019, HSH took a lot of care with the sheltered count sending individual surveys to each of the providers and having a point of contact with each individual provider. Providers submitted survey and HSH followed up on any discrepancies on data reported. Is an example of a small process change that has a large impact and more accurate.

Ralph Payton: Families in SROs or doubled up. Can we say conclusively whether or not families that are doubled up or in SROs are consistent with the HUD definition? And can it be incorporated into our SF Count?

Valerie Caplan: We have heard much community feedback about the issue and my understanding is they do not fit into the HUD definition. It would be difficult to integrate into the Count.

Jeff Kositsky: Access Point are now collecting data about family who are doubled up and living in SRO's so we will have that data. School District Data also reports on whether they are literally on the streets, in shelter doubled up or in SRO's. Some flaws in the data because of how and when clients are removed from the SFUSD list.

We would be open to suggestions about how to count people who are doubled up and in SRO's.

Andrea Evans: First, how is the Department going to sure up the PIT numbers with the ONE System? Secondly whether there are other communities that maybe further ahead in their use of ONE System data?

Jeff Kositsky: The only city that I am aware of that is truing up its PIT Count with the ONE System is New York and they have created quarterly reports from their system. Miami also does two counts that are seasonal and based on the movement of people based on the weather.

James Loyce: Does HSH collect information from HSOC and does eight HSOC collect any information about the people that come into contact with on the streets?

Jeff Kositsky: The Controller's Office collects data for HSOC and Laura Marshall is the point person for that. HSOC does a quarterly report that counts of the number of occupied vehicles and tents and is available of the Controller's website. (find link). 15 day HSOC beds are also being tracked.

Erik Brown: Request to have ASR come and do a presentation about whether some of the things that have been discussed by the Board are taking place in other communities?

Jeff Kositsky: Recommends that ASR presents in April to give time before community feedback is due.

Public Comment:

Mary Kate Bacelao: Policy Director at Compass Family Services. Requests that HSEPA recommendations for capturing the prevalence of family homelessness be integrated into methodology and can share with HSH Data and Performance. Opportunity to chart how children are affected by homeless over time, and wanted more information about the multiplier to get from one night PIT numbers to an annualized number.

Aram Hausliab: Reading of HUD requirements from CoC Interim rule for PIT Count. Point in Time count means this count of sheltered and unsheltered homeless persons carried out on one night in the last 10 calendar days of January. Accurate counts mean more funding.

Brian Edwards: Period before PIT Count there was repeated tent confiscations on the street. Next time to have HSOC limit the number of tent confiscations right before the PIT.

Del Seymour: Questions saying there are conversation with a lot of the providers and the people in the city. Whether we are trying to get more people counted for funding or we're trying to get less people counted to show that we are doing a good job?

Laura Jessup: Policy Analyst with Coordinated Entry Team. Presenting updates to the one system, continuous data quality improvement process and ask for your support of this updated document. The document was first published in 2017 and sets expectations both for the community and system users to support the collection of reliable and valid data about the people who are accessing programs and services.

<http://hsh.sfgov.org/wp-content/uploads/ONE-Continuous-Data-Quality-Improvement-Process-v2.0.pdf>

<http://hsh.sfgov.org/wp-content/uploads/ONE-data-quality-LHCB-letter-2.pdf>

This new version has been updated to include a new section on user access and account management in order to protect client privacy and ensure system security.

Updated version has gone through a community review process: discussed and reviewed at the One System agency lead meeting, distributed to the entire one system user group with a period of feedback period, and it has also been discussed and reviewed at the Coordinated Entry and One System LHCB subcommittee. They recommended that we bring it to you for approval and support.

Andrea Evans: On page 9 where you talk about programs exits. So if a person leaves shelter, they are completely exited from the one system or their record remains, but it's not active?

Laura Jessup: Not all of the shelter stays are tracked in One. Stays that are tracked are and are automatic program exits, ONE does not completely exit you from the system. But if there's no activity for a set period of time, it will exit a person from that program. If the person re-engage or drops back in, they'll be re-enrolled in the program, but they're still in ONE.

Del Seymour: Why is the racial information not included and that policy states, "it will confuse the client?" HSH is showing in the document that transitional housing, adult emergency shelter, private shelter, street outreach. You're saying HSH is not allowed to collect the racial data?

Laura Jessup: I was not involved in the drafting but can take it back for feedback. Partially speaks to the fact we look at race and ethnicity in San Francisco is not always specifically aligned with the HUD definitions or the way that people talk about race and ethnicity does not always align with the HUD definitions. But that doesn't answer your question completely and will ask for additional clarification.

Public Comment:

Mary Kate Bacaleo: Wanted to highlight some of the discrepancies between the system and what is happening on the ground. Unsheltered family verification, individual room family shelter, and differences in reporting from the three Access Points are creating disparities in data quality.

Del Seymour: **I was under the impression that we didn't have any unsheltered families. Was that the case?**

Jeff Kositsky: What we do know is that there are spaces within the family shelter system so that we're not turning people away. Back in August of 2016, we were on a regular basis turning families away from shelter and saying we had no room for you.

Rena Burn: Community Forward Board Member: Would like to have more of its facilities in the ONE System. How information is gathered from facilities not a part of the ONE System reported?

Jeff Kositsky: Not currently representing that the ONE System provides a full picture of everyone experiencing homelessness. You are correct HSH is still in the process of rolling things out one program at a time. HSH's priority has been housing and housing exits over shelter. We are currently building out a housing vacancy tracker and connection tool and then will move on to shelters.

Andrea Evans: **Trying to understand the asterisks around race in the ONE System Policy Document. Is it currently not collected?**

Laura Jessup: There are various levels of data being collected in existing systems of record. There is data that's being collected in ONE and also other systems and then migrated into ONE. Data is collected specifically with demographic data, including race. They are baselines and targets apply specifically to program enrollments. People using transitional housing or permanent supportive housing or people who are using shelter. The initial point of creating a record in ONE, that's where the demographic information is captured regardless of whether or not a person is using a particular program.

Letter of Support Read:

Motion to Approve- Unanimous Vote

Jeff Kositsky: Reads Monthly Report

<http://hsh.sfgov.org/wp-content/uploads/January-2020-2.pdf>

Del Seymour: **Kelly and I were out in encampment resolution this morning about eight o'clock. It's about a twenty tent encampment and I know you all bring all these beautiful reports and we have these HSOC meetings and everyone gets their policy, but the policy is still not being done. First of all, there was no HOT team member there. I would think a hot team member would have been there to make sure that the policy is being addressed, but only DPW and SFPD were there and they did not offer any assistance or resources. They took people's belongings and through them in the truck without even bagging and tagging items.**

Jeff Kositsky: I appreciate you letting me know. Sometimes other departments are getting ahead of us. I'm not aware of that, but we'll find out and, and I think the best thing to do in cases like this is to alert us right away when that's occurring. I think all in agreement that we do need to follow a services first approach to addressing this. I can't speak for what the police were doing or public work, but I will if you can give me the information, I will follow up on it.

We are going to spend some time next week eight key department leaders working on this to try to improve operations, within HSOC.

Kelley Cutler: Requesting the Controller's dashboard and why SFPD and DPW are the direct responders. Also what is the purpose of a tent count and what is the actual goal of those numbers?

Jeff Kositsky: The data that comes back is useful besides the aggregate number is knowing where there's concentrations of people who are sleeping outdoors. And same thing with, vehicles is knowing what parts of the city are highly impacted by people sleeping in their vehicles that helps direct the hot team as to where to go.

Kelley Cutler: Frankly with what we're hearing currently from the Trump administration, there's a lot of concerns about the enforcement and the police response?

Del Seymour: Do you have plans to assist those who are currently encamped in front of your new location on Turk?

Jeff Kositsky: We know the people who are out there quite well and because it's specific individuals give cannot give specific plans, but we've been with them individually and our I think out today trying to find good solutions for them.

Ralph Payton: Where there any updates from the Vehicle Triage Center? Also are there plans for expansion?

Jeff Kositsky: No information yet since it is too recent. Can provide a 1st month update in February. Looking for other sites, not to necessarily follow that exact model. Frankly believe the model is best because it is a shelter with people sleeping in their vehicles instead of beds and its 24x7 and provides services. Most safe parking programs operate differently and will try different models.

Ralph Payton: Can you speak to the housing placement peaks in October. Can you speak to that peak?

Jeff Kositsky: Yes I can look into whether there were any specific buildings that opened.

Dedria Black: My background is originated in criminal justice drug court drug court. I worked in a prison for almost 15 to 20 years. That's been my foundation, has been working with offenders. And all of the prisons in Georgia was unsaid. And I set up a day reporting center for the Wisconsin Department of Corrections.

I set up a second level more or less intense drug court for Fulton County in Atlanta because the one that, well in Atlanta. My last job was at Catholic charities. I was the director of programs there.

Andrea Evans: The Embarcadero Safe Center. Is that data from that get folded into the Navigation Center data? Since I know it's kind of a hybrid Navigation Center shelter model?

Jeff Kositsky: Eventually all the temporary shelter will operate the same way and will all aggregated and broken out by family, youth and adult within a navigation center category.

Public Comment:

Flo Kelley- Requests that HSOC meetings be held during regular LHCBC meeting times. Hoping that date is good and SFMTA is at the meeting.

Jeff Kositsky: National Alliance to end Homelessness on the same date. Request to move the date for better attendance.

Derrick Morris – Has done work in the field of homelessness and wants a contract to work and help solve the issue of homelessness.

Brian Edwards: Report back on HSOC beds and their availability and questioning why all the referrals are from the North Mission. Also request on the cold-snap protocol and RV Navigation Center from the Department of real estate.

Andrea Evans: Update on Jelani House?

Jeff Kositsky: Believe it is opening on January 24th?

Martha Ryan: January 13th HPP gets the keys and will need at least another 30 days. Need to store things but there is no storage space yet. Hoping for the end of February.

Gigi Whitley: Deputy Director of Admin and Finance for HSH. Mayor's budget instructions and an update from the Controller on the City's overall financial outlook. Similar to last year, the short term outlook for the city revenue and economy is still strong. SF has had eight or nine years of economic growth but continue to hear from the Controller's Office that revenue growth may be slowing, personnel and inflationary expenditures for city costs continue to outpace our revenue.

http://hsh.sfgov.org/wp-content/uploads/HSH-LHCB-Presentation_01.06.20_FINAL.pdf

City has had record expansion and the financial analysts predict can't last forever. Increasing employee costs for things like pension and health costs, and projected decline transfer tax revenue.

Del Seymour: I'm a little confused there. On one at hand, the Mayor is saying, her priorities are to clean the streets up, provide better housing and better programs and support city workers. But she's taken away \$19 million for the next two year budget. How to address this to her?

Gigi Whitley: In the past the LHCBC has written a letter to the Mayor. When we've gotten target reductions, it's a requirement for HSH to propose solutions. HSH is strongly committed to make sure proposals do not affect clients, our providers. HSH is lean and is not an overstaffed department where we can lose capacity in our FTEs. Want to make sure we can maintain the level of employees that have been fought for three budget cycles to get in order to get money rapidly out the door, rapidly standup new programs. So I think if the Board would like to send some kind of letter, I'm happy to support Charles and making sure it gets to the right place.

Del Seymour: Questions why employees are paid poorly when contracts are being left underspent? Are contracts being written properly so that employees can concentrate on their work rather than worried about paying bills?

Gigi Whitley: I don't think that there is a problem with how the contracts are written and the challenge is when Providers aren't able to hire, because they can't increase their overall salary budget or increase their overall wages that will put them outside the contract level. Providers end up having savings due to those vacancies. HSH has strategically worked with providers to re-appropriate those funds in one time capital or capital repairs.

Del Seymour: The way RFP's are written saying Providers can only pay x amount of dollars for x amount of people and people are not coming here to work for too little money.

Gigi Whitley: We wanted to bring in the Controller's Office to do an analysis of what providers are getting for the same service. Some providers are paid better than others just because of the way their contracts evolved over time and legacy departments or maybe even the add back process. So we want to bring those providers up to certainly what other are earning.

Jeff has advocated in front of the Mayor Office about this issue around sustainability, that if you can't attract the workers who run our shelters or permanent supportive housing or the front desk clerks or the janitorial staff, then these programs don't work. And so we are with our providers in that conversation, we're in a hard spot too because we only have the money that we have in our budget

Kelley Cutler: I have seen a massive increase with law enforcement the homeless officers. Where does that fit into the Budget process? Who is paying for this for HSOC is that coming from the HOT team?

Gigi Whitley: I can say that during the last budget process we advocated making the argument that if there's going to be an HSOC and it is leading with services, then we need the resources as does the Department of Public Health. We got some positions which was helpful but really not enough. That's a continuing conversation we need to have with the Mayor's Office and Board. If the response is to try to lead with services, then the service departments need to have adequate staffing. But since I think that'd be great to have in the letter coming from us.

Andrea Evans: I am wondering about the Mayor's priority around accountability because it made me think about the Prop C discussions. One of the Mayor's points against it was that she didn't feel like

she had a good enough sense of where all the money was going? That there needed to be deeper analysis. I'm wondering if that actually has been done such that we could at least go into the Mayor's Office and be able to show that the money is going to keep people housed?

Second question is related to the proposed potential proposed gross receipts reform and if that will get sorted out before these budget, you know, numbers get finalized and how they might impact these numbers.

Jeff Kositsky: I don't want to set expectation because that is a big change with a large coalition to create. If it were to pass potentially funds that would have been available through Prop C could be available but not until 2022.

Gigi Whitley: We hope to make even more improvements this budget cycle. I think we know we've needed to do a better job in explaining where the money's going. Our D&P team has been working very closely with the data getting it into BI. Separately the Board has requested a performance audit as well as working with the Controller's Office smaller analyst on programs and equity around programs. HSH is improving how it explains is budget better.

Public Comment

Flo Kelley: Board letter could address clean and safe streets for everyone, not just people who are housed. Including garbage collection for those who are held. 24 Hour PIT stops have been a success and are an important health issue for people who need to use toilets.

Brian Edwards: Accountability is blurred by HSOC. Within the Budget how much directly and directly goes to HSOC? Who much is directed to coordinating Homelessness? Invite Joe Lippy from HSOC the liaison? He should be appearing before LHCB regularly.

Mr. Morris: High tech is not working and money is not trickling down to others.

Ralph Payton: Requests PIT Stops presentation. Johnathon Groomwall as Point of Contact?

Del Seymour: A letter to the Mayor's Office requesting that she'd not hold back funds for the 2020 and 21 budget session for HSH to make this department an exception cause we can't do both. We can't improve our quality of work and, and be, have the budget cut back.

Jeff Kositsky: We can ask the Mayor's new Budget Director to come before the Board and the Mayor's Budget Office.

Charles Minor: Dates have been finalized with Homebase and waiting for confirmation that Laura can still assist us and then I will send the potential dates out to the community.

Reba Middleton: With the National Association of Real Estate Brokers. San Francisco looks tacky and no other city looks like this. That there is too much money and expertise for the city to look like this. I know the Rankin area. There are too many people in a 7x7 space and there are too many people. I

understand it is a unique problem in San Francisco but cannot let people live like this. What we are doing it is not working.

Elgin Rose: Forming a partnership with Downtown Street Team with the idea to produce ambassadors that actually know of the community and know how to deal with homeless people. Created a program called Common Corners working with people in the community. Code Tenderloin and Common Corners are places that people reference to get help creating a different outreach standard.

Mr. Morris: Cannot forget to provide services and want to share my plan with HUD. Need to help provide a balance for people who are experiencing homelessness.

Brain Edwards: Wanted more information about HSOC beds and Cold Snap beds. Wants Daryl Fung to answer about the available HSOC beds and SFPD's knowledge of their availability?

Jeff Kositsky: Real Estate Department is engaged in the process of looking for new vehicle sites. HSOC bed data just started in December and yet to see the efficacy yet. Note to Commander Fong whether officers know the HSOC beds are available. Essentially we HSH does not want the, a large number of beds to be offered by anybody other than community members or, or outreach team members. So we've limited very much the number of beds that the police have available, but they can still contact Mark and say, Hey, can you, I've got somebody who wants to go to a shelter and then the hot team will come out and make the offer.

CW Johnson: Formerly Homeless. And now with the mental health association. Is there a data being created for the process of going from homelessness to shelter, to shelter, to SRO to more permanent housing?