

Full Board  
March 2, 2020  
11:00 am to 1:00 pm

February Minutes Adopted:  
Announcement of LHCB Retreat

Anne Stuhldreher: Director of the Fiscal Justice Project with Crista Brown and later Emmett Nelson from the SFMTA.

<http://hsh.sfgov.org/wp-content/uploads/2020.3.2-Presentation-for-LCHB-v2.pdf>

Fiscal Justice Project was set up about three years ago because we were hearing from the community that a lot of our fines, fees, tickets and financial penalties from government and the courts harming people of color and low-income people hard.

Worked with the San Francisco Public library to eliminate overdue library fines. And we wrote off about 1.5 million in debt from those fines. In the process learned that library fines are not very good ways to get people to return books, sending reminders automatically renewing a book if someone if there's no line for it are better ways.

Worked with San Francisco Sheriff to make all phone calls from jail free and to stop marking up items in the jail store. They were marking up things in the jail store, about 43%. Help create San Francisco museums for all program allows people to show their EBT card and get four free admissions tickets.

Want to highlight some of the reform. Quality of life citations, about traffic tickets and driver's license suspensions. Worked closely and respond to public concerns. Many in community had issue with quality of life citations-nearly \$200 ticket, nor the nearly \$300 late fee.

Talked a lot about using warnings and other methods instead of using quality of life citations. But we also wanted to make sure that for people who did have the citations, they had an easy and streamlined way to resolve them in a way that was accessible.

Through the Connect program, people can go to their local service provider of choice, get 20 hours of supportive services with whatever they want help with. And the provider sends a form by email to the district attorney's office who then petitions the court to dismiss it.

The second reform have done a lot of work and partnership with our San Francisco traffic court and we had been hearing a lot about the cost of traffic tickets, which can often exceed \$500. And worked with our traffic court to launch a new ability to pay process. Can now petition on a phone. There's a website, you can do it on your phone at a computer.

A service provider could work with an individual to do it. Person can get an 80% or more discount on fines or fees if you are below 250% of the poverty line. Can snap a picture of EBT, your medical card, or just type or write in why this created the final chip. And you can get the ticket dramatically reduced to reflect your ability to pay.

If someone missed a traffic court date, couldn't afford, didn't pay their traffic ticket the court could refer the person's debt to the DMV and their license would get suspended. San Francisco stopped suspending licenses in 2015 but realized people had been affected prior to program's implementation.

In April of last year City worked with local courts to clear 88,000 holds on licenses in SF. People who had their license suspended can now go to the DMV and get their license back.

Understand that several hundred dollars is still a major barrier. Worked with the HSH to print out a letter for people who have gone through coordinated entry so they can show that letter to access any of the current discounts. Are proposing to use that same letter to allow people to get an even deeper discount on their towing fees as well as to extend the amount of time that people have to get their car back before they start incurring these additional storage charges, which are \$52 a day.

Del Seymour: This is great news thank you very much. One thing I want you to consider the Sheriff announce he's going to transfer several hundred prisoners from San Francisco jail to Santa Rita where the telephone calls are hundreds of dollars a month. The food is five times the prices should be. So, can you work on talking to Santa Rita and Alameda County Sheriff's office about bring the programs there.

Anne Stuhldreher: Again, so much of this work that we do is based on issues that the community identifies and brings to us and we are able to follow up and work on. Government does not work when these things hit people too hard.

Brenda Jewett: How are you getting the word out all these programs?

Anne Stuhldreher: We have a couple of approaches but know that we work with the community very closely. We work with community groups at every step of the way. We use mailing lists, and social media and newsletters. One of the next big projects is how do we get the word out?

Brenda Jewett: Do you have a budget or communication director? Who are the directors talking to get the word out?

Anne Stuhldreher: Our theory is to work with departments, and they would get the word out. We do need to do more in that area, but we are a very small shop.

Del Seymour: Is the first-time tow discount still available?

Christa Brown: There is a first-time tow discount. 600 for the 1<sup>st</sup> tow and 450 for low income discounts. Around 600 for the first tow and So that's 200% of the poverty line. That is somebody making \$24,000 a year. There is an additional tier of discounts for people struggling with homelessness, it would be an additional \$100. There are additional programs for storage fees since those can add up quickly. It's about 50 bucks a day. So right now there's four free storage days with the low income tow. That would be expanded to 15.

Del Seymour: So some of our people who are living in their cars, would they be able to go to access center and get the problem-solving funds to pay even that minimum? Will HSH help those clients 250 dollars to someone who is experiencing homelessness can feel like a million dollars.

James Loyce: When phone calls are made and understand that local fees are being removed but what is happening for long distance calls?

Anne Stuhldreher: It will the understanding is that both local and long-distance calls will be free.

Andrea Evans: Thanks you and understand there is an MTA hearing tomorrow. Wanted to know some additional questions about the hearings. What is documentation is needed for people to get the 100 homeless discounts? Also to the 15 days of free storage, to Del's point if you don't have the funds, 15 days will not make a difference so how can that be reevaluated?

Emmitt Nelson: As to the SFMTA meeting tomorrow, this is one of the issues that they are considering. The final budget will be approved next month and this is a good point to make public comment. I was not part of the discussion on why 15 days was selected as the agreed upon duration for storage. It felt like a nice extension from the current limit but understand how it still has limitations.

Christa Brown: My understanding is the process would be if someone has gone through coordinated entry, they would qualify for the letter provided by the department of homelessness and supportive housing, which would then qualify them for that discount.

Emmett Nelson: Yes, that is, that is correct. So the, the letters will be currently except for our discounted fees and fines at our customer service center. The same letter would qualify the individual for the discount at the auto return.

Brian Edwards: Coalition on homelessness., Christa, I just want to thank you for all the hard work you've put on this. I do echo your concerns that \$100 might as well be \$1 million to someone. The coalition on homelessness also does homeless verification letters and we could provide that verification as well, since people look to us for assistance in these matters.

Why not just not cite them? I mean, these are quality of life citations and we kind of refer to them as bullshit citations. Why don't we stop this further upstream where we now have a state of emergency in the city for a COVID 19 outbreak why are we taking anyone's vehicle?

Public Comment: There could be big posters on inside of buses cause a lot of our folks are taking buses to get places if their stuff has been towed. And maybe at our DMV office.

Kelley Cutler: Can we as the local homeless coordinating board to formally endorse their proposal for the MTA meeting?

Del Seymour: It's not on the agenda for this meeting

Andrea Evans: Once collected, where do the fines go? What programs do they support?

Emmitt Nelson: The fines that are collect go directly to the tow program. So, it's the cost directly related to that program.

Andrea Evans: That means you must figure out how much you can reduce the fines and still be able to operate the towing service? Will that information be shared at the meeting tomorrow?

Emmitt Nelson: So all the gains and losses from each program and then where if there's an option is taken such as a lower towing the meeting will show where that money would come from to support the program.

Ben Lynchinger: Glide National studies show that cost of implementing fines and fees is greater that the fees themselves and money gather is nothing to a city and yet have such a harmful effect on those who are ticketed and fined.

Would be important in the long term is finding ways to collaborate with departments to issue this information and issue a reduction fees immediately when the fees are assessed.

So you get from some agency a fee or a fine, and then they are handing you the sheet that tells you how to reduce it right there and any way that we can make that happen really obviates the need for a lot of heartache and administration.

Johnathon Gromwald: I'm with the public works department and I'm run the Pitstop program. I'm the pitstop program manager. So just off the top, I will give a general overview. I didn't prepare specifically for the 24-hour pitstops but I'll be happy to do that at any other time.

The program started in 2014 with people who had a serve life in prison. They had a high level of emotional intelligence and they were really the foundation of the workforce that were able to establish the program.

Currently at 24 locations and we service eight San Francisco neighborhoods from the Mission, Castro, the TL, Soma, Haight, Ocean Beach. And out of our units we have two types of PIT Stops.

We have the green JC Decaux, at Civic Center, one of our prime locations. And the ADA portable restrooms that are public works restrooms that Public Works purchased three years ago.

How do we select our sites? We have our inhouse requests that we get from our radio room calls and we record to see how much feces is coming from certain areas and we try to prioritize that.

I just took a sample of like two months last year and we find out that there's a 20.5% increase in a year and has a lot to do with the 24-hour pit stops.

So here we have 24-hour restrooms. Was a pilot program started in August of last year and it was supposed to go for three months, but the board extended June of this year. When we put the 24 hour pitstops up there, the numbers increased to about 11,000.

Additionally, the program provides workforce development training to the candidates. They stay in the pitstop program for up to 18 months, sometimes more. And while there they receive job training skills, soft skills, straightening such as resume writing, interview skills. Many who come from the prison system, they have a lot of natural de-escalation skills.

Del Seymour: Thank you for coming. Thank you very much. We know each other for a long time. We never seen you without your coveralls on site. I didn't even recognize you.

Brenda Jewett: I live in North Beach and right by the pitstop in Washington square park within 40 yards, there's another public restroom. I'm not sure who's in charge of that if DPW, but the pitstop is stellar, it's clean, it's always monitored. But the public restroom, not 40 yards away is a mess. Is there a way to that the attendant could be partially responsible for both sites?

Jonathon Gromwald: It is a rec park restroom. But we do partner with a couple of parks that where we have placed attendance, but they'd have to formally request it to know and they need the budget as well and then we'd be happy to staff it.

Jeff Kositsky: So just wanted to clarify and I'm sorry I missed part of your presentation that the pitstop attendants are all working for one or multiple contractors?

Jonathon Gromwald: So we partner with Urban Alchemy, for the staffing needs. Most of our pit stops, we have 24 locations. 23 are staffed by Urban Alchemy solely. And the one unit on staffed by the Lower Polk CBD.

Jeff Kositsky: The attendants that you were showing were Urban Alchemy. And overall, you're happy with the contract performance and the work of the two different organizations that are staffing the sites?

Jonathon Gromwald: Absolutely. They've been great partners.

Brian Edwards: Your department has a lot of trust building to build back up with the homeless advocates and service providers. And I was a little disappointed to see that there wasn't more coverage given to the 24-hour pit stops.

A former department head that did a lot of damage, he wrongly said that there wouldn't be much need for these overnight PIT Stops, 24 hours because most people would be at home. I didn't see anything in your presentation that really centered the experiences of homeless people until the last slide. You did not speak to violence at the PIT Stops. I think from a framework of no violence since I've heard countless of unhoused folks tell me how they weren't allowed to bring their possessions in with them when they came out.

Carolyn Thomas: I'm very interested in the usage of the 24 hour pitstops particularly during the extended hours. So thank you for showing the total increase for those 24 hours. Would like to know more data about who uses them between 11pm and 6am. Also who covers the facilities when an attendant call in sick? Is there active outreach being done so people are aware of the 24-Hour PIT Stops and they are available?

Flo Kelly Coalition on Homelessness and I just wanted to say that the Pit Stops that I have seen that are on trailers there is one at Eddy and Larkin. It opens from 9:30 AM to 4:30 PM Monday through Saturday. That's seven hours a day, six days a week. So it's 42 hours a week. We have to expand the number of 24, seven pitstops array. Matt Haney-Thank you for your service on this.

Public Comment: There used to be a pitstop location on Valencia between market and 14th street and it's gone. How do you decide to place and or remove?

Jonathon That location was at the time it was recommended to us for the skateboard park. But there was not enough usage.

Megan Owens from the Department of Homelessness and Supportive Housing. My colleague Laura Jessup presented the continuous data quality improvement plan for the One System in November of 2019. Thank for your comments there was an error in the plan on two charts. On page five and page seven there was a reference to making potential changes to the race field and there was not a clear data quality standard for the current year.

For the race field we've made a correction. We are going to use the same data quality standard for race as we use for all other parts of the one system as described in the data quality plan, which is a 5% or lower missing or error rate for the current year.

The system records are generated by our coordinated entry partners and their complete rate and error rate is two percent.

They're incomplete and error rate is less than 2% so our primary generators of data are meeting this standard already.

Data is strong in the housing programs. Thanks to our partners at bit focus and people who participate in the agency lead partnership who have improved the data. I'm asking for action today endorsing this corrected version of the data quality plan.

Del Seymour: This wasn't presented to us as an actionable item.

Megan Owens: We don't anticipate there'll be a change before next month and there is just the change to those two charts. I'm happy to answer any board questions today and will reschedule for next month.

Gigi Whitley: Deputy Director of Admin and Finance for HSH.

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This is the third presentation before the Board. We submitted the budget on February 21st. The Mayor sent out instructions to mandate an efficiency reduction of about 3.5% of general fund support and doubling that the second year of the budget cycle.

Since we are in March and submitted our budget. Now we'll start working with the mayor's budget office to explain what's in our budget proposal and work with them on any changes they may have to the proposed budget.

Del Seymour: I don't see it as 3.5 million reduction.

Gigi Whitley: We did not make target. We did not make a reduction. In consultation with the mayor's office knowing the huge expansion in emergency shelter and permanent supportive housing. We would have just been cutting those same programs that she added. We scrubbed our budget for efficiencies

Del Seymour: Did she wavered the mandate?

Gigi Whitley: She accepted our proposal as of as of this time. Nothing official was done, but we informed the mayor's office with our proposal that given her instructions and the priorities that we would not be making cuts.

Currently in the mayor's phase of the budget deliberations. With a focus on how to implement the mayor's priorities on addressing the challenges our street and reprioritizing funding to those most pressing needs emergency shelter, street outreach, and of course permanent exits, whether they're permanent supportive housing prevention and other initiatives.

Based on the community feedback we are asking the mayor to make sure that she includes the 3% cost of doing business increase for our nonprofit providers.

We continue to advocate for hiring and retention and livable wages of our nonprofit workers. HSH continues to roll out coordinated entry and with it see an increased acuity level on our streets of clients and need to have adequate services within our permanent supportive housing population.

Did not put forth any specific dollar amounts or proposals, but I remind the mayor staff are high priorities. I know providers and advocates of have also done similar.

Del Seymour: Am not particularly excited by the budget. Providers are suffering badly by not being able to pay a decent wage to their employees. Their leases are going up tremendously way more than 3%. And I don't think that's adequately covered in the proposals.

Gigi Whitley: I would agree. Again, we were asked to make reductions. We felt strongly we could not absorb reductions in services and worsen the situation. Are issues that you raised, that affect HSH providers and city's nonprofit workforce. Continue to talk with the mayor and the controller about what to do in those areas we continue to raise the issue.

Andrea Evans: I'm glad to see that you didn't propose any reactions to the budget. I remember seeing news reporting that there could be additional EWRAF funding?

Gigi Whitley: It's too soon to know. I've heard that as well. You know, my number one priority is making sure though one-time EWRAF money that we've received through the budget process continues so that we can sustain those programs. As you know, we only got two- or three-year funding to start many of those housing and shelter programs.

My immediate concern is that we have the revenue so that we don't have to curtail anything that we've just begun. Will let you know when I find out more.

Martha Bridegam: I've had the participant in the Coalition on Homelessness Human Rights work group. So I just had a couple of housekeeping questions. One of them is I don't see the slides in the handouts on the side table or online. I'm hoping those will be online. I'm wondering when the planning documents that the basis for these slides are will be shared with the board and with the public.

Gigi Whitley: My understanding is that if they're not already on the Controller's website they will be imminently. That's the process for requesting budget documents for any city department. If you can just Google San Francisco controller budget, it should pop right up. If anyone needs other information and I'll make sure the link gets to Charles.

Carolyn Kennedy. I'm a resident of district eight and my overall comment regarding the FYI 2020 2022 budget. We need the transparency and metrics to understand if the funds are being well spent.

I've been attending monthly meetings for over 18 months with city officials and supervisors been asking for outcome-based metrics. and we've yet to receive them more specifically.



Now HSH wants to change the policy from a response using 311 cases and to respond to need in our community to a zone model?

Mary Kate Bacalao Compass Family Services. I want to repeat given the demands on the department and on the homeless response system, I think it's essential that we try to build the department's budget up together and not suffer cuts.

I also think it's important that we explore a mechanism for addressing the structural deficits across the sector that are affecting the homeless, the providers, the contractors in the homeless response system. The Coalition is working with the department and other city departments on this issue, advocating for a fully funded minimum compensation ordinance and a cost of doing business increase of at least 3% annually.

Max Discher. I'm a staff attorney with Homebase. Just to give you a quick update on the 2019 HUD COC award. We have yet to hear from HUD about our award. We were one of several communities that had issues with FMR. HUD is working to fix those and we suspect that that's probably got something to do with the delay. I don't have more to report, but I'm having to answer any questions you may have.

Martha Bridegam: My major concern from attending the first funding committee meeting on the 24th is two things. One of them is that no actual members of the local homeless coordinating board were present.

I hope that members of the local homeless coordinating board will be present for the second funding committee meeting on March 25th. Additionally, it was dismaying to see that the scoring scale doesn't have very much that asks for input from tenants or residents of COC buildings.

James Loyce: I have been representing the board at the funding committee but was away last month however was away that meeting.

Jeff Kositsky: From the Department of Homelessness and Supportive Housing.

[HSH Presentation](#)

I'm going to not run through the slides and happy to answer questions about them. Instead going to talk about two topics.

I'm going to start with is the Corona virus. It's important that we start of talk about that here. I want you all to understand what actions the City and the department is taking on.

I'm not going to speak or answer questions that should be directed to the department of Public Health or to the Department of Emergency Management, but we'll speak specifically about the efforts that HSH is doing.

Been in conversation with DPH and DEM. The Emergency Operations Center has moved to level one, meaning it is fully staffed in the department of emergency management.

HSH has assigned three staff to work at that site. One person representing our permanent supportive housing stock and other person who represents our outreach team. The third- point person overseeing the shelter system.

We are doing a few tabletop exercises. Some nonprofit providers are being asked to participate in simulations. People are putting a lot of time in there's absolutely no reason to panic at this point. But there is the need to both be prepared.

The situation could change very quickly, and we may need to ramp up our efforts. We will be working again also with not only city staff, but our nonprofit HR teams are on making sure the frontline staff are protected and safe and making plans for what to do in the event of many people.

Even a 5% reduction in workforce would be significant. All of these things are in play. I don't have any more details for you in two meetings a day on this one with the city and one with my staff.

When another related issue Dell and I spoke, and he wanted to summarize what was shared at the Board and with our HSOC partners.

There was maybe some confusion. I wanted to clarify, are three basic changes that the city is proposing. One is they're going to be hiring an HSOC manager. Somebody to run the program that announcement should be made this week or next week. And will also help improve accountability but also to make sure that the work is getting done in a, in a clear and consistent manner.

Additionally, an HSOC advisory board. It will be called with the kind of operational leads from HSOC. Also meeting with members of the community that will include an advocacy organization a nonprofit provider. It will consist of somebody from the travel industry, somebody from the business community and somebody from like a neighborhood group.

The last change is a move back to a zone model. There is concern about the change in models but the city will continue to do its best to respond to 311 calls. Change is going back to make HSOC more effective. When there was a significant reduction in the number of tents on the streets. There was a significant increase in the number of people who were experiencing homelessness, getting connected to services.

What we were doing previously was only focusing on neighborhoods where there was a high number of people who needed our assistance or were there were large tent encampments. Essentially, we tried to spread not enough butter, over too much bread and running around responding to 311 calls had several impacts that we were able to present to the board and we'll be publishing it in a cause.

Some of that data has not been verified yet. Two different studies were done by independent organizations as well as data collected by the comptroller's office.

Data showed slight increase in 311 calls but problem not getting better. We were harming people experiencing homelessness, not intentionally. Saw that when offers for shelter were made by law enforcement or public works employees success rate was low.

My belief you treat people in a way that kind of doesn't respect their agency and their situation that you don't correctly identify their needs for services and outcomes fail.

The new collaboration will focus on areas where there is high level of impact.

I wanted to point out about focusing on 311 calls because there's an equity element related to this that gets forgotten a far too often, which is that that people who are people of color and lower income communities do not call 311 at the same rate as other people do and data shows that.

The last time we did an analysis in the Bayview every person who's unsheltered every 25 people, 20 to 25 people generated 311 calls roughly. In other neighborhoods it's every five people who are unsheltered are generating 311 calls.

So only using 311 data to drive where we put our limited resources has some equity challenges with it as well. I am really proud and if people want to talk about transparency, you know, we presented and have continued to present in the controllers. But the bottom line is like we do have data. It does show clearly when we did things one way, it worked better when we did it another way, it worked worse.

Moving HSOC to a zone focused approach in a neighborhood that are highly impacted. Those neighborhoods will be selected by the controller's office through data analysis that they are doing in a very transparent and open way and will be hiring an HOSC manager to coordinate.

Del Seymour: First of all, would you be able to provide additional hand washing stations at our shelters and navigation centers and you can lease these things?

Jeff Kositsky: I don't want to commit, but clearly handwashing is the most important thing people can be doing. There are quite a few we'll be hearing from our shelter providers about what they need, and we will give them whatever they want to make sure that people are continuously washing. They're washing their hands or as much as they possibly can.

Del Seymour: And now mask, avail by now?

Jeff Kositsky: The department public health will be coming out with some information today about masks, but I'll summarize it the best that I can.

Del Seymour: I've heard a lot of good things about the meeting and we'll keep following it. It means that you are listening to us and the people. I just want to clear one thing up about the community input in HSOC?

Jeff Kositsky: Don't have much more to add but whomever is hired will be charged with that task.

They will meet at least monthly. There is also the operational staff, who still meet every day, twice a day or the new person I imagine may change how the meeting structure goes. There should be representation from someone on the LHCB on the community board and we will need to agenzized that in the future.

James Loyce: The HSOC manager. Who will they report to and what position in the chain of command will they have?

Jeff Kositsky: Position will sit in the department of emergency management and reporting directly to the chief of staff of the mayor. Person will work in the Mayor's office at take greater responsibility for oversight around what happens. Person is not a department head but considered a municipal executive.

Andrea Evans: Will there be a halt to encampment resolutions as we work and understand the Corona virus?

Jeff Kositsky: We are still formulating plans. As Hot Team is working with folks, giving them the option to stay put and not enter shelter. Since as you know, if there's an outbreak in a shelter a lot of people are going to feel uncomfortable about going there. It is HSH's job and all our job to make sure that the people that were charged with serving are front and center in this discussion because they are amongst the most vulnerable people.

Carolyn Kennedy: The concern we have based on our experience is that the policy change isn't going to address the problems we see on neighborhoods. Read the presentation from last meeting and the data. But really, you're taking away the only tool that people in our neighborhoods feel they must address the effects of street level and the impact of street level homelessness.

So, the community needs a meeting and needs information and probably multiple communities. People upset and very worried. We need to see the data that justifies the change and then the plan.

Brian Edwards: I just want to reiterate some numbers from Emily Cohen last week. There are 5,000 people on any given night that cannot fit into the shelter system, cannot fit into the residential treatment program, can't there's nowhere to force them if we wanted to. Best tool is HOT Team being more effective and not HOSC. Zone based model allows for relationships to be rebuilt. But not sure how guns and garbage truck approach can be untangled from HSOC. Must be a closer evaluation of 311 calls and responses.

Public Comment: Why make policy changes now and before new HSOC Manger is hired? Should not that person can look at data and make the proper decision?

Jeff Kositsky: There will be a year's worth of data to base the decision to change HSOC policy. 311 calls will still be responded to and will still be a positive change. The HSOC department mangers are the ones who made the decision to make the change.

Martha Bridegam: I would hope that the people being asked to move and being offered shelter would also be viewed as 311 customers as well as the people who make the calls. Engaged with offices earlier who spoke of running out of Navigation Center bed and sounds like Martin issue. That officers are here to serve public, but services better suited for other duties.

Need someone for the Funding Meeting II.

Retreat is March 4<sup>th</sup> 2-4

Brenda Jewett: I just received notification on Friday and would be better if I had more advanced noticed.

Del Seymour:

Want to have a decision about the HSOC advisory board and have a decision and invite the new HSOC manager to the meeting.

General Public Comment

Brian Edwards:

Want to repeat what Martha said that when 311 calls are made the people are clients needing assistance. That encampment button should be replaced with HOT Team please help me or help you have towed my house

Meeting Adjourned.