

Local Homeless Coordinating Board
July 2020

Del Seymour: Wanted to give a special welcome to the HSH Staff who support the community and are apart of the LHCB Meetings. Wanted to express appreciation to the staff who have had to pivot and change their duties as a result of the COVID pandemic. They are out on the streets and have made a wonderful transition. They are out there working in the community, helping, and risking their lives.

Dedra Black: Thank you to Del and the Board. Appreciate the work of the staff and the department as well as the leadership of the LHCB. Staff as been great at pivoting and am very proud of the work that they have done.

Del Seymour: appreciate the hard work of HSH on behalf of the LHCB and the City. Have been in daily conversations with HSH about exit plans and been really satisfied with the City's Planning and Strategies around homelessness. Department is changing people's lives how they are being placed into SIP hotels and changing the way that they perceive themselves.

Ralph Payton: I just want to reiterate what Dell is saying and thank your team for the City and People of SF.

Public Comment:

Appreciate the work that had been done in the Tenderloin but what are the services being done in the Castro? We are impacted too and need of services.

Brian Edwards: Agreed with much has what has been said. Was observing HSOC placements the other day and was done well. Would like to caution the department not to return to the old manner in dealing with people.

Del Seymour: Vote of the June 2020 Minutes- Approved unanimously.

Public Comment

June 2020 Minutes approved.

Jeff Kositsky from DEM Department of Emergency Management.

Jeff Kositsky: An update from the work that we have been doing in the Tenderloin. We provided sleeping alternatives to 504 people. 433 went to hotel 61 to safe sleeping sites. And 10 went to shelters. 51 of the people who we encountered declined services at that time. HSOC has been working in partnership with the City Attorney, the 8 HSOC Departments, and Department of Public Health has been the main driver providing guidelines on tents. Also have worked with community on a [brochures](#) and educating people on the streets about tents and how they can get assistance. Can view at dem.org/safe/sleeping guidance. Have also been educating community and city partners on the guidelines.

Jeff Kositsky: It's up to all the local homeless coordinating board members to decide how you'd like to manage August meeting. My job is to fulfill your requests.

Del Seymour: The HSOC meeting is scheduled for August 20th. Can the Board please have their questions ready for Jeff at the next meeting?

Kelley Cutler: So you mentioned the numbers, the amount of people that got into hotels, as well as in the safe sleeping sites. Were the safe sleeping sites a step to get into the SIP Hotels? Are those numbers separated for the final count?

Jeff Kositsky: There may be some duplication here. I would say maybe 20 people, but I'll, I'll have to check against the individual rosters.... maybe 20 people at the most.

Sophia Isom: What does capacity look like and what is the plan when capacity is met?

Jeff Kositsky: That is a question better served for Abigail.

Abigail Stewart Kahn: Addressing later in our presentation:

Brenda Jewett: From the 51 people refused services- Do you know what happened to those people?

Jeff Kositsky: We do not have that data. assume they are still there. If they do not violate safe sleeping guidelines, it is their choice to stay or go to another location. Is there choice.

Public Comment:

I'd like to ask Jeff what happens to the people at Everett middle school and the safe sleeping sites.

Jeff Kositsky: So you should hold that question for when director Stewart Khan speaks.

Andrea Evans: Morning wanted to follow up about the Mayor's proposed budget cuts and send recommendations about cutting HSH's Budget. Worked with Del to draft a letter for your approval. [Letter](#) read into the record.

Del Seymour: Wanted to add that providers are doing a wonderful job. The system is not moving fast enough and the placements are coming fast. Providers can not afford staff and don't have enough. Need to be able to hire staff to make the system move faster. This is the time that we should get an additional funding, so, so that we can boost up our RFPs to our providers. So this comes right in time.

Sophia Isom: I certainly support what's being proposed in a letter. Thank you.

Ralph Payton: Also wanted to remind people also wanted to remind everyone that we have eviction prevention in place right now. But there are still many people who are unemployed and with income issues. What happens when the moratorium on evictions ends? There will be a greater demand placed on HSH and support the letter.

Public Comment

Flo K. I just wanted to say that sounds like a great letter and to Ralph Payton's point, there will be a large surge of people experiencing homelessness once COVID ends.

Ralph Payton: Can we take a vote on the letter? Letter approved unanimously.

Ralph Payton: Charles can you please send the letter to the Mayor on behalf of the LHCB-Next agenda item.

Matt Menezes: Thank you for hosting me and for hearing these recommendations from the chronic homelessness initiative at Tipping Point regarding the 2021 PIT Count.

First item is the importance of the data collected and to protect privacy. We want to make the survey and data available to the public to enhance study of overrepresented and underserved populations within the homeless community. Namely black, San Franciscans, Latin San Franciscan, transgender San Franciscans. Ask specific question to identify the inflow of chronic homelessness.

We recommend asking additional questions to understand how broad it is happening. Questions to clarify or adding questions in the survey instrument to capture information about those who have newly experienced, since the last PIT count: a) homelessness for over 12 continuous months, b) a fourth episode of homelessness adding up to 12 months within three years, or c) a disabling condition.

COVID's health and economic effects are substantial. To capture the local impact ask questions like:

- Did you lose income or employment as a result of COVID?
- Were you evicted or asked to leave your home as a result of COVID?
- Were you unable to secure housing as a result of COVID?
- Were you ever tested for COVID? If so, did you test positive for COVID?

Andrea Evans: Wanted to add this is a follow-up to the presentation Valerie Caplan from HSH made before the Board about ways to improve the PIT count for 2021. Wanted to make sure that there was an opportunity for the public to meet and discuss and provide comment before it was finalized and so that we did not lose an opportunity for change.

Abigail Stewart Kahn: Important to remember PIT is set by HUD guidelines. Expecting that HUD will provide guidance related to the PIT count and COVID but it has not been issued. Thank you to Andrea and Tipping Point for continuing the conversation and need to include the experts on our Data and Performance Team.

Ralph Payton: I agree with Andrea point that community needs to be involved and know before the survey is finalized and to make sure that we have input in the process.

Abigail Stewart Kahn: Was not involved in previous year's process and department was relatively new at the time. Was very important to keep the survey questions and methodology consistent. Since the strength of the PIT is the ability to have consistent results and compare them year to year. But think this is a unique time and makes sense to have community discussion.

Del Seymour: Can we reach out to the Data and Performance Team to have additional conversations and discussions? Feel like we are only community to follow HUD guidelines to the letter of the law. Example

they do counts in the daytime and we are a unique city and should use the count to assist us and our benefit.

Ralph Payton: Makes sense important to remember the need for consistency from year to year to compare ourselves to other regions.

Del Seymour: Understand but hard to say what we turn in is accurate and reflects what we are seeing on the streets.

Ralph Payton: There has been pushback when we have tried to make changes in previous years since consistency is seen as being so important.

Kelley Cutler: Am concerned about how families are counted. They are undercounted. Would be something community needs to address.

Del Seymour: COVID visitor's policies has affected our numbers and population. Created a bad situation where people are no longer able to stay and are locked out as visitors. Would like to get a count of that.

Andrea Evans: This came up previously as well, how the ONE System has improved our data quality and we are trying to reconcile what we see in the ONE System with what we are missing in the PIT Count. Jeff mentioned it when he was Director as a process the department was trying true up the numbers. So part of this maybe an update from the Data and Performance team around that.

Ralph Payton: More good points. Am thinking of HUD and it's reports around funding but our ONE System for what is happening within the community.

Kelley Cutler: Discussion should include the actual number of people who have no choice but to sleep on the street. I am seeing a shift in focus on tents but need to have the entire picture of people who have nothing or no alternatives. That will lead to an honest discussion and need to be talking about people and not tents.

Public Comment

Henry B: Would be nice if the meeting emails had both agenda and materials. Is important to have the nuanced conversations around the PIT count. Public often does not understand when the count comes out and do not examine the metrics. Suggest that there are two reports one backed by the ONE System and the other meant for HUD. Counts would be done on the same day and could understand the nuance and better understand the issues.

Carolyn: Had a question for Jeff and comment for PIT conversation. One is for disabling condition to get a true data point and not just the self-reported data point. To see the breakdown by district per sheltered and unsheltered and would be very relevant for data on street homelessness.

Abigail Stewart Khan: Interim Director at HSH

Much of the department's efforts have been moving most vulnerable people out of shelter and into hotels. Are aware that many did exit to the street because have paused the shelter intake process.

When shelter intake was paused due to COVID had to encourage those on the streets to shelter in place even though they were unsheltered. These efforts led by HSOC and whom which HSH partners.

Have gotten 90% of people to come inside with collaboration from other City Departments, HSOC, and under Jeff's leadership.

HSH Budget- HSH required to submit proposed budget cuts to the Mayor and are not budget decisions but things Mayor needs to consider. Process has been delayed but going before the Board of Supervisors in July\August.

Understand we saw an increase in people becoming homeless after financial crisis. Generally for every one person that we place out of homelessness, somewhere between one and three become homeless in SF in their place. Post COVID there is no precedent but read possible 45% nationally. We need to stay focus on housing and homelessness prevention dollars. Need to target those dollars as best as possible. And preparing for the lifting of the eviction moratorium.

Data Dashboards are on the HSH dashboard as well. Homeward Bound is open but because of COVID and concerns with travel, numbers are down. But Homeward Bound offers very meaningful exits when clients can reunite with family. Heading Home and Rising Up Campaigns have been very active and see an increase in the rapid rehousing among transitional age youth and families.

Moving on Initiative has been slowed by challenges facing the housing authority and been paused. Looking forward to reinvigorating the program over the coming months.

Temporary Shelter data slide was added to give an overall sense of homeless response system in this public forum. Is at a low due to COVID and expect these numbers to look different as shelter system is modified due to COVID.

Navigations Centers face similar restructuring issues and each is unique and no two are the same in size, cost, location, when looking at them from a public safety perspective post COVID. As we look to them reopening need to be as cost efficient as possible while doing so safely.

Program Highlights:

Coordinated Entry and Housing Teams have led leasing fairs and leasing up 10-20 people at the events in a short period of time. Try to expedite the process and move people in quickly.

833 Bryant and gratitude from the housing accelerator fund-Tipping Point. 145 units of new PSH by the end of 2020. A nice collaboration between the City and private community for it to get down quickly and less expensive.

Homeless Outreach team has been working with street medicine and EMS 6 at the fire department to place people working through HSOC.

Shared a success story from Project Room key and the wonderful work of providers like Catholic Charities: <https://hsh.sfgov.org/wp-content/uploads/2020/07/Catholic-Charities-Case-Study-002.pdf>

Kelley Cutler: What is the plan for opening congregate shelters?

Abigail Stewart Khan: It needs to be done safely. We have learned a lot about the virus. And learned in some ways being outside is a safer alternative. Shelters can be a very difficult environment. We need to maintain all the prevention methods that we know work. Need regular testing of staff and have not been moving directly into shelter from streets until locations were stabilized. We are reconfiguring shelters to be 40-50% capacity.

Sophia Isom: What procedures are in place if there the 2nd surge continues?

Abigail Stewart Kahn: Mayor is clear that she does not want extra rooms sitting around left vacant in anticipation for a surge and that all vacancies should be used for unsheltered people and vulnerable. HSH considers the surge here and must be flexible and pivot every day. The advanced planning group is central to this so anyone who has come indoors as a result of the crisis exits into housing.

Andrea Evans: We're going back to a scattered site model of housing?

Abigail Stewart Kahn: We are using a neighborhood-based housing model. We need more buildings like 833, to convert hotels, a flexible spending pool and more rapid rehousing placements.

Del Seymour: Agreed and reality is that things will get worse before getting better. That things are not going to open in the same way and people will be losing their homes. We need a plan and plan for it. Truth is we have never recovered from the aftermath of the 1989 quake and what it did to our homeless response system. Things will continue to be very real right now.

Andrea Evans: What to make sure that equity is front and center as the department starts its advance planning group. Something that Tipping Point is wrestling with as well and trying to understand. Asking questions that are serious about what does equity really look like? Department has done well with matching the population percentage with the percentage of those housed, but what about figuring out the disparate impact? Something else to update is testing. Know there are intense efforts in the Tenderloin. Would like to understand how people who are COVID vulnerable are prioritized and how they are matched with funding sources? And how we can support them moving forward?

Abigail Stewart Kahn: Think it is important for people to attend the advance planning group to talk further about funding streams and how they are incorporated into future planning. Our population is extremely vulnerable to COVID and DPH has been leading the testing and has the data. Our community has low positives in our homeless population but could change. LA has just had a surge.

The issues of equity are about how not to maintain or retain but to reverse. No not have all the answers but need to push in the interim and use the data and resources of problem solving and coordinated entry. Making sure advance planning group has people of color and includes the LGBT community.

Kim Mai Cutler: What data do we have around the SIP hotels?

Abigail Stewart Kahn: We have had a merger of the data from several departments and data systems. There has been a delay with extracting data. Have been using our coordinated entry assessment in SIP hotels to help assure the accuracy of data. Departments are working to improve this area.

Kim Mai Cutler: Wanted to have a clear sense given the numbers of people in congregate setting and that data from earlier....is it a fraction of the capacity?

Kelley Cutler: Question about the hotels and targeting people who are both 16 and older and 60 and older? Need to continue to seek out people who are older and vulnerable. Street outreach workers have been doing an amazing job but always need resources and ability to offer people solutions.

Abigail Stewart Kahn: There are two outreach processes going on now. There is HSOC under Jeff and which HSH is 1/10 of the efforts. They are targeted on neighborhood impact and everyone moved to a hotel has been vulnerable. Then there is the HOT Team and they are out there with the original ONE System-DPH-EMS 6- lists looking for the most vulnerable who are 60 and over or who have a preexisting health condition.

HSOC is working more on the community part of the process and engaging with people who may not have been identified by our systems of care.

Kelley, to your point around vulnerability, to COVID HSOC process is really about street conditions and vulnerability. The hot process is really about vulnerability.

If people are vulnerable to COVID should be going to a hotel if they are non-vulnerable to COVID but no shelter should be going to shelter or another form of congregate site.

Kelley Cutler: Gotten many questions about community being more engaged and used in the housing referral process.

Abigail Stewart Kahn: Has been a challenge to engage community and have them work through referral process together. The community branch of the Emergency Operations Center meets regularly and has a referral list and looking for people street by street. Community process will be tied to HSOC since they have more resources to cross-reference.

Kelley Cutler: At this point there are very few community referrals and a limited process.

Abigail Stewart Kahn: Community process is not through the HOT team as they were overwhelmed with calls. Conceptually should be through the HOT Team. But this are great questions that I will bring back to discuss further.

Public Comment:

Fred: Wanted to know more about people who were refusing services in the Castro? Don't agree with the data that 90% of people accept services. Both Jeff and Kelley were in the Castro last week working with HSOC trying to get people to go to the Everett Safe Sleeping Site and only one person did. Saw people move only a block away after being engaged for services. There is a change.org petition regarding the city being covered in tents. We have 30 tents that are occupying the Castro, what happens to those people in two weeks?

Carolyn T: Wanted to thank Abigail for her recognition of community and their impotence to this work. Have been disappointed in trying to provide input to HSH or HSOC around individuals who are experiencing homelessness. There is a lack of communication and outreach to those who speak Spanish, those who maybe ashamed cause they have experienced domestic violence. These groups need to be included in conversation and outreach.

Martha B: There are concerns about what happens at the Everett site and how people can enter and leave. There is a reluctant to enter because of it. Am curious about the legality of detaining people overnight at the site when you do not allow people to leave during the night?

Henry B: Wanted to remind people that COVID is an epidemic for everyone: rich, poor and think this is the time for us to get as much funding as possible to assist the homeless population. It is a great opportunity to increase our budget and take a minute to thank people who are working in the field. That it is important for us to reconsider the visitor's policies in SRO's and is it fair for people to not be able to see their partners after 3-4 months? People in apartment buildings do not have the same issues.

Kelley Cutler: The situation in the Castro, the police were threatening a misdemeanor cause the person had a tent. There has been an increase in police enforcement. People are not resistant to services when real ones are offered and there are typically good reasons when they do refuse services. We should not be forcing services and camps on people who do not want them.

Brenda Jewett: Would like to have our retreat planning begin again and schedule out times to work on committees and how I can be the most effective.

Ralph Payton: Would like to have that as an agenda item sooner virus later and even has it as a standing agenda item.

Del Seymour: Can you include having Jeff and preparation of the HSOC meeting?

Andrea Evans: (Del) What would envision the PIT conversation looking like?

Del Seymour: Think it is a separate conversation with HSH to understand the oversight that we have over the PIT.

Andrea Evans: Would be important to have an apple to apple comparison but also that we can ask additional questions. To get additional information from HUD about COVID and the PIT.

Ralph Payton: We need to bring in the Data and Performance Team and see what guidance HUD gives us over the next few months

Martha B: What is the chain of command for the Safe Center Villages?

Additionally are client advocates being allowed to assist residents with SIP hotels as a part of their formally defined work?

Who is serving as hearing officers for grievances and eviction appeals in SIP Hotels and Safe Shelter Villages? The details of the grievance process are confusing and has not been detailed or provided to the

public. What administrative procedure is being rolled out for defining and upholding residents' rights in these new these new situations and what are the tenancy rights? Are they given notice or appeals?

Abigail Stewart Kahn: Good questions, want to acknowledge the work of both the shelter grievance and shelter monitoring committee on their work. The City had a patchwork grievance process before the pandemic with a system for traditional shelter and slightly different one for navigation centers. There was intention to expand to the full system of care that was not funded.

COVID has forced department to look at these policies and grievance structure since they have been problematic. HSH is clear that these expansions are not tenancies and people are given meaningful notification at move in that this are shelter and there's no tenants' rights there.

HSH has dramatically changed the reason someone can be exited from sites. Really violence or threats of violence are only reason to be exited from a site.

This is an opportunity to look at the grievance process across the system of care and working on looking at other localities and their grievance processes.

Del Seymour: Can meetings be longer? Why is there a time restriction? Meetings are too short for the subject matter.

Charles Minor: The duration of the meeting was based on us being at City Hall and having to leave the room. That is something to discuss and vote on in August.

Del Seymour: Would like to have the duration of the meetings placed on the agenda to discuss and vote on.

Martha B: Needs to be transparency with the grievance process and public engaged with the consultants. There should be a public hearing about how to create a grievance process. Was a similar process for CAP in 1998. What is the grievance process for creating the rules?

Del Seymour: Meeting Adjourned