

Charles Minor: Roll taken. All present. Brenda Jewett is excused.

James Loyce: Has the board had the opportunity to review the minutes?

Andrea Evans: There are a few corrections that I will send to Charles

James Loyce: Minutes passed

Alan Guttirez: I am the manager of the federal subsidies team and I am seeking approval to an amendment to the CoC ESG Desk guide that we brought before you last month. After its approval HSH participated in program monitoring by HUD. During the monitoring HUD reviewed the guide and they were thrilled but requested one revision.

Specifically the guide indicated that HSH would conduct onsite program monitoring once every five years. HUD requested an amendment so a CoC sub-recipient could go through a less intensive program monitoring. Each year a program would have an onsite monitoring and then would be eligible for a desk audit the following year. Again I want to thank HB and HSH staff who assisted in the creation and amendment to the document.

Public Comment:

Jamie S. Will the document be able to be seen by the public?

Charles Minor: Document has been placed on the website.

Board votes and approves the amendment to the CoC-ESG desk guide.

Dan Adams: I'm senior advisor for housing initiatives to Mayor London Breed. I have worked for MOHCD and as a construction supervisor for many years. Here to speak today about our acquisition efforts. This is within the SIP, the rehousing plan, and the demobilization plan. It's the part of the plan of acquiring properties for people who were successfully housed during the pandemic.

The work also is intended to address the broader community need for PSH solutions for the unhoused, it is being funded through proxy or Our City, Our Home, as well as acquisition dollars that were included in the Health and Recovery bond. We are focused on leveraging state and federal dollars as well. Goal is to move quickly as the market is shifting and as the economy picks back up.

In June, the city issued a request to property owners including hotel and residential property owners to see their interest in potentially selling properties. Sent out 86 applications. 6 were rejected because they did not meet minimum qualifications. Of the 80 remaining, we have visited 50 and prioritized 20 properties for negotiations. There is a letter of interest for five properties.

Prioritization of potential properties is based on the buildings condition; does it need rehab? Does it meet accessibility codes? There are also general program needs like TAY or families. We always look for rooms with private bathrooms and can accommodate a kitchenet. We want to maximize operating efficiency.

There are no perfect buildings and need some form of system upgrade from zoning issue to regulatory construct, that's going to be challenging but work through the imperfections. Want to prioritize properties that exist outside of the Tenderloin and diversify the locations. The funds are sufficient to acquire between 800 and 1000 units.

We planned to work in a direct acquisition model. We intend to identify properties and purchase them as the city. We can work at scale and work more quickly.

Key areas for discussion are what are the optimal ownership and operating models? Where does the asset management function live within the city's infrastructure? There are questions about how that might look different between a SIP hotel versus a non-SIP hotel. We know other questions will come over time and like the community feedback as we do.

Del Seymour: Thank you for the presentation and good to see all the collaboration between departments. Question about the Mayor's involvement? There are conflicting interests some departments want to open the city back up quickly. They work with the tourist industry and want the hotels back and open. Other parts of the Mayor's office are trying to acquire these same properties. Seems like a conflict of interest.

Dan Adams: The Mayor is focused on both items that you described. Getting the economy back, reviving the tourist industry but at the same time we have a homeless crisis and one of the tools in our toolkit is PSH. Compared to the hotel industry, the number of rooms that we are trying to acquire is small. Will probably acquire 200 to 300 units of existing tourist hotel capacity.

Eric Brown: I would like for you to come back and report back on your progress.

Dan Adams: I am happy to do that and report back to this group. This is a very important issue for us and everyone else on this call.

Sophia Isom: I wanted to thank you for the information and I'll be looking forward to future updates.

Public Comment:

Kristen Evans: I was in support of Prop C funds being used and released for acquiring hotels. There are a lot of questions about where they will receive offers for exits. I was interested in more details about the timeline for these acquisitions. This is a more long rang project and not sure how it will fit with the immediate closure of SIP hotels.

Dan Adams: There is a SIP rehousing effort and I am not the lead on this. It includes many kinds of solutions for residents. That includes placements into the existing portfolio, vacancies, other kinds of subsidies and other kinds of problem solving. There are 6 hotels that we will acquire and is 200 to 300 units and allow certain residents to stay in those hotels. SIP rehousing takes place in a larger umbrella of programs that I am a part of.

Lydia Branson: I have a question about supervised consumption sites and overdose sites. We know that overdose sites should be included in the prioritization plan. Knowing that overdoses are increasing and

needing more sites to operate. The challenge we face is finding a space in a city owned building and want that considered in the housing acquisition search.

Dan Adams: We are working with DPH about how we can incorporate them into the city's acquisition strategy.

Carlos: I am an organizer with the Coalition on Homelessness. Was wondering if there is a specific number of units that the Mayor's office is looking to acquire? For the sake of transparency would be good to know what those goals are.

Dan Adams: Speaking with the resources we have available, and depending on what's available at this state funds, we're looking at about 800,000 units.

HESPA Agenda Item:

Joe Wilson: Thank you for this time, in the human services field we have the chance to preserve our own humanity and eliminate poverty and homelessness. Our reliance on algorithmic based resource tools and automated decision-making is not limited to the human services field. Research is overwhelming that poor and people of color are screwed by relying on it. At the local level we should be flexible and creative with the coordinated entry system. To start from a basis of empowerment and equity rather than resource scarcity.

Loretta: The assessments need to be more client centered. Use an approach that looks at the client's needs, whether families or young people. When looking at housing first we should be looking to stabilize people first before placing them into PSH.

The system is not looking at the specific needs of individuals and a client centered approach. More efforts need to be made to transition people into PSH. Coordinated Entry fails to build relationships and the ability to steward people through the process.

Lessy: It has become very challenging to assist someone successfully in the journey to exit homelessness. Last year we navigated not only COVID but multiple challenges that came along. One of them was the Recovery Plan that essentially excluded congregate setting from gaining resources through coordinated entry.

We should consider and work on solutions that ensure successful experiences of equity and inclusion. Last year resources were diverted to SIP Hotels and shelters resources were limited. Finally need to diversify the housing option and focus on the needs of individuals.

Laura: The equity issues in coordinated entry and automated decision-making are not unique to San Francisco, but San Francisco can exercise full leadership in addressing them.

Joe: To summarize coordinated entry is moving us in the wrong direction because of its reliance on algorithmic tools to prioritize and access to services and resources. Should limit automated decision making.

Laura: There are additional concerns with problem solving. Families suffer as their needs are not mapped a matched to an improper resource. The data has gaps and there needs to be more transparency. Translation services must be improved and materials need to be better tailored. The system is not responsive and so people get stuck in the system and greater harm is caused.

Joe: What are the solutions to lessen the reliance on coordinated entry and automated decision-making and bring us closer to a matching the problem with solutions? We can decentralize access and have multiple entry points so there are many ways to get into the system. We need to ensure flexibility and problem-solving resources, by spreading them across community-based programs and systems need to be flooded with resource specialist, case managers, peer advocates, peer counselors to build relationships and assist in system navigation.

Focus on the problem and accurately state its size so that the public is aware of the efforts and can understand what has been done and work still to come. Look at housing exits and diversifying housing options with standard definitions. Human interaction and human responsiveness are what providers do daily to combat the coordinated entry deficiencies. HUD allows flexibility in coordinated entry that we must use.

Del Seymour: How do we fix coordinated entry? Was meant to take away the personal bias that can exist in placement and decision making. Coordinated Entry has issues with not seeing the complete person in a profile. Coordinated Entry has become one size fits all and we need to change that.

Kelley Cutler: What is the efficacy rate of problem solving and how is it tracked? Also why is problem solving status a category? Have additional questions related to problems solving like what percentage of housing referral status people get housed as well as what percentage are housed outside of San Francisco.

Director McSpadden: Problem solving which includes eviction prevention and not just about saying a person is not eligible for other housing options. We can work on the numbers related to efficacy of problem solving for next month.

Andrea Evans: Thank you for the presentation and helping to look at the needs of the community. Had additional thoughts about data and transparency and moving away from the PIT count to the ONE System and other ways to understand the extent of the problem.

Reflecting on what Joe said about minimalizing the problem so much that it is not clear and the actions needed are not clear. I think that relying on the PIT count does that. How can the city provide a more accurate picture of the scale? Then we can really drill down on issues of equity.

Marty R: This is Marty from Larkin Youth Services. On behalf of the providers and youth access points we have submitted recommendations back in 2018. Recommendations around youth coordinated entry included holding case reviews at the front end, having a youth provider oversight committee, and was wondering what happened to the report and HSH's response to it?

Sara: I am from Community Housing Partnership. I would like to look at the ground effects of Coordinated Entry. I see this as a wakeup call and wanting HSH to additional analysis of its data. To use provider feedback and to apply it. We understand why it is required but to look at how we can opt out

and to understand that it is not worth doing. Seriously look at how to reform or abolish coordinated entry.

Mei: Thank you. I work at the Asian Women's Shelter a domestic violence provider for the CoC. The DV community appreciates the presentation especially addressing the language around cultural relevance in providing equitable services for vulnerable populations. There needs to be more brainstorming with the department around this.

As a RRH provider we have also been getting questions from clients about SIP rehousing and we want to know how we should be handling those questions with clients? It is a challenge supporting these clients who are engaged with the SIP rehousing and providing proper support.

Wendy: This is Wendy from Hospitality House. I have gathered some information from care coordinators about coordinated entry. One concern is that there are only four hotels for folks on general assistance and those hotels are not equipped with individual bathrooms and we are still forced to make referrals to those rooms.

Public Comment: Executive Director of Compass Family Services. Coordinated Entry has been implemented for several years and well aware of its problems. A main issue is that it is a system that defines the problem based on resources rather than the other way around. Assisting people before they enter a state of a definition and the problem has become extreme.

Daniel: I work as a case manager at the 10th Street Access Point and know the Coordinated Entry System. Many clients have been turned away when I refer them to an Access Point without being given a reason why. When we asked again, we still do not receive an answer. Even people who are older and homeless don't reach the standard to be housed and is still unclear.

Colleen: I am the director of community organizing policy and planning for Tenderloin neighborhood development corporation. Wanted to thank the Board for this forum. One of my concerns is equity in the homelessness response system. We have heard from HSH that coordinated entry is the beginning of equity but that is it. Equity is more than coordinated entry and we need to go much deeper. We need to look at how people are assessed and supported throughout the process to succeed and move people out of a state of homelessness.

Del Seymour: Never understood how you tell a homeless person that they are not eligible for housing? Never understood that. Coordinated Entry must be our commitment to equity but it is not.

Wesley F: I am the policy manager at Glide and we are HESPA members at Glide. HESPA assess and refers thousands of people experiencing homelessness. We meet with them and who qualify for housing, but then do not get it and only a small fraction is placed. The automated decision-making process is flawed and inequitable. Thank you to HSH for reaching out to the community and seeking to improve the system.

Patricia: I work as a care coordinator at Site 7 or Hospitality House. My experience and concern with coordinated entry is the assessments. Speaking with clients and community members, they felt uncomfortable with the assessment questions and would sometimes lie in responding to avoid feeling uncomfortable. Need to understand the trauma of homelessness and how the assessment is re-traumatizing.

Agenda Item: Emergency Housing Voucher

Cynthia Nagendra: I am the HSH's director of planning and want to give an update on the planning for the HUD emergency housing vouchers. Focusing on community input, eligibility and prioritization, and services.

HUD is allocating one-time emergency housing vouchers. Through the American Rescue Plan. This is a historic opportunity to connect people to permanent supportive housing. Working with the community to think of the best way to use these vouchers in a very tight time line. Have an effective date of July 1st.

Eligibility must be in four categories, homelessness, at risk of homelessness, fleeing domestic violence and safety issues, or recently homeless.

We are receiving input on community needs to prioritize, our local needs, and work to strategically fill in gaps and where we already have resources. Key is that vouchers do not come with support service funding so how do we make a match a households needs for services. Another requirement is that the Housing Authority work with the Continuum of Care on these issues and for direct referrals which will look for the community to assist with.

June 21st the first community meeting was held and established an advisory committee. The stated goal is to diversify service providers specifically reaching out to some folks in District 10, DV partners, and criminal justice partners. How do we make sure that we're targeting services in a way to help people get housed and stay housed? How do resource allocations decisions impact racial, racial equity, reduce barriers and check biases?

Our current future planning asking for input on is how to diversify service providers to partner with, to build equitable access to populations that are experiencing that disparate impact, but also making sure that we're building capacity in providers to be successful. Need to make this streamline, build capacity, get support resources, and do it all in a timely way. Appreciate the input and seek the opportunity for more.

Sophia Isom: Will families involved in protective services or foster youth be prioritized and my second question is the timeline for issuing vouchers?

Cynthia Nagendra: Families will be prioritized with these vouchers is that your question? Is something that we are considering under families at risk, literally homeless, etc. Yes that is part of the conversation. We are moving very quickly on this and building capacity and hoping mid to late August to really start moving on this.

Sophia Isom: There has been a temporary change in regulations that has extended foster care services to age 21 and have young people in desperate need of support. As well as our families it is important to involve and support our foster care system.

Del Seymour: Would love this information to get out to everyone and the entire community. People who are not connected with the homeless response system. So that ordinary people can be connected to this information.

Sophia Isom: I am very concerned about what is happening with our foster youth, is the group specifically working with TAY and TAY providers?

Cynthia Nagendra: Yes, we have an advisory committee that has TAY providers. I am happy to talk through more of that partnership.

Andrea Evans: Thank you to Cynthia and her team.

Cynthia Nagendra: To follow up. We are working with HSA on the foster youth referral and working on this. My contact information is in the chat and is on the slide deck as well.

Director McSpadden: Thank you to the providers and community for responding and giving the presentation about coordinated entry. I can tell how passionate people are and we are aware of the challenges to the system. We need to dig into the system and see how it effects the needs of our community. I believe strongly about the need for a system that helps to allocate resources. Key difference is that we don't have to work on the scarcity model that we did in the past. This is something that is important to the department.

The new budget allows to address homelessness in a way that we have not before. It allows us to staff up and that has not been here before. Will take some time to reach that capacity but will be up and running to get the money out the door. I am excited by the build out and expanding our programs in an equitable way. But will take some time to happen.

The department has a strategic planning process before us. I want that process to be inclusive and using our community partners. We need to hear from everyone and hear what is working and not working and using the new resources that we have.

I have been reaching out and meeting with providers and looking forward to hearing from you and hear your perspectives. Still have many people to meet but am excited.

Del Seymour: Being on the streets of the Tenderloin people want to know when they can get assistance and what resources are there?

Director McSpadden: One of the things that I realized quickly is that there are many things. One of the things that we will work on is what is the plan the next 6 months or so. So that people know what the priorities are the next six months or so.

Del Seymour: Why can't the Mayor staff the department quickly the way she did with the command center? Just grab people throughout the city and place them in HSH as this is an emergency.

Director McSpadden: That's an interesting idea, we are staffing up quickly. Other departments are staffing back up and in need of their staff from backlog of work from the past year.

Kelley Cutler: Being on the streets there is an increased sense of desperation that I have not seen. Also for providers who have to turn people away as they have no more resources, it feels very dire. I would invite you to come on the streets and talk to folks with me. I also seen how HSOC has become more brutal and the promise to lead with services has diminished.

Director McSpadden: We are still working with DPH and building out our shelters. The challenge is to build them out safely. I am happy to take your invitation to go on the streets.

Del Seymour: HSOC policy and procedures is very different from what is happening on the streets. I would encourage you to come and join us to see for yourself.

Public Comment:

Patricia I am a Site 7 care coordinator. I wanted to comment about reopening the shelters and if it would be possible to have some intensive case management at that point. I believe that having that communication and helping to the next step is key. Intensive case management as people enter the shelters and return would be critical.

Sophia Isom: I would like a follow-up to the Emergency Voucher presentation when possible.

Carlos: From the Coalition on Homelessness, would like an update on the SIP hotels that are closing in August. Not closing but residents needing to leave. I am worried as we start to see residents leaving the SIP Hotels.

Del Seymour: Thank you for your patience and working through the technical issues, we will work to improve next time. Thank you meeting is adjourned.