

LHCB Meeting- June 2021

James Loyce: Welcome from the Board and James Loyce. Roll taken; Sophia Isom was excused. June's minutes reviewed and unanimously approved.

Alan Guttirez: I am the Federal Subsidy Team manager with HSH and here to present the CoC-ESG Desk Guide for your approval is meant as a Rosetta Stone for the Continuum. Was completed with a lot of hard work by Aram at Homebase and Genevie from HSH. Is a comprehensive guide of our CoC and required so that the CoC can be HUD compliance.

Aram Hauslaib: Is a tool for our providers and what documents are needed managing their CoC and excited that they are all in one place? The Guide has links to documents so that it can always be updated and live with current documents. We plan to bring this to you annually with any updates.

Over the last few months have held public meetings to review the document with our provider community. Feedback included more materials for match for programs. And had invited this Board to attend.

Del Seymour: Wanted to thank you for making this accessible and readable. This is a job very well done. What process can the community do in the future to add to the document?

Alan Guttirez: If there was additional feedback, the community could contact Charles Minor or myself as we want this to be a live and living document. I want to show the table of contents and the various sections that are included.

Andrea Evans: Is this about our system performance measures and understanding what can be more broadly shared with our community and public?

Alan Guttirez: I think that there's an opportunity to share more about our system performance Measures. Think it would be great if we also invite the board to the data.

Aram Hauslaib: There is a section about performance measures and links to who they are important to the community and how those measures effect their project and the larger community. We can share with the Board about how the SPM effect the scoring and the CoC portfolio in the future.

Public Comment

Mary Kate Bacalao: Thank you to HSH and Homebase for completing this. I would request that HSH work with family providers to figure out what the HUD rules are specifically concerning verifying unsheltered homelessness to get families into shelter and specifically pregnant people. I think it'd be great to understand what HUD actually requires.

David Elliot Lewis: This is a large document and think that would be helpful to have abstracts or summarized. Also how can members of the public have access to the document? I would like to know if the document defines what is an acceptable dwelling unit and what is concerned habitable by the standards.

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Public Comment: Do the performance metrics `not just track the referrals to specific housing but also track the number of days vacant? I am a provider and have a dwelling with 11 vacant units and with only 6 pending referrals. And the rate of vaccines is an area that needs some improvements.

Board votes unanimously to approve.

Robert Hill: I wanted to share about the Shelter Monitoring Committee (SMC). The SMC investigates complaints related to shelter condition of shelters. During the pandemic, the SMC members were restricted from making visits but are getting ready for the work to begin again. There are now two members who are seeking reappointment before you. Jonathon Alder and Brian Edwards will briefly speak to you.

Jonathon Alder: I have worked with the SMC for the past year and a half. Been involved with the inspection of shelters and the reporting and finding reporting. Position involves coordinating with HSA and other organizations. Have work in SF and Oakland in affordable housing and this work is central to me my entire life. Want to continue the work that I have done with the SMC

Brian Edwards: You all know me very well. I am happy to answer any additional questions you may have. There are not many SMC who are not associated with the city besides Jonathon and I so our independent positions are very important. There can be a large workload but I have managed, sadly work has slowed during the pandemic. I am very enthusiastic about the work and can answer any questions.

Brenda Jewett: Thank you both for your work, it is appreciated.

Del Seymour: Wanted to thank of you for your service to the community and time spent on the SMC. I know both of you are dedicated to this work and appreciate the time that you spend. I question the system and why we were not allowed in shelters to monitor when there was an extreme crisis, COVID, occurring.

Public Comment

Ben M. I worked with the eviction defense collaborative and worked with Brian. Wanted to recommend him for reappointment.

David Elliot Lewis: Know Brian for many years and have been impressed by his work and dedication. Said to hear that the SMC was not able to meet last year due to COVID. Hope that Jonathon will be reappointed as well. Board votes and approves both member Alder and Edwards to the Shelter Monitoring Committee.

Del Seymour: I wanted to make a minute and thank Director McSpadden for being here as this is our first meeting and wanted to officially greet her.

Director McSpadden: Thank you, Chris Block will do the presentation today but am delighted to be here. Chris has been working at the COVID Command Center (CCC) managing the process of moving

people from the SIP Hotels. Chris and his team are being brought into HSH to coordinate with the HSH team. COVID Command Center is shutting down and consisted of several Departments working together under direction of Department of Emergency Management to focus on COVID needs and responses.

Chris Block: Through the SIP program, we have moved thousands of people from the streets and protected people experiencing homelessness from worst impacts of COVID-19. There have been 25 SIP Hotels activated since April 2020 and served over 3600 guests and rehoused 392 of them. In the mid-May had 2191 guests and 1973 rooms. Believe the program will end on September 30th- the end of the federal fiscal year. Have a demobilization strategy in place for everyone who was in a hotel pre-November 15th, 2020. There are about 1800 people in the rehousing cohort. There are four categories A through D.

Strategy moving forward. Using batch referrals to move things forward quickly, and to scale the rehousing efforts. Also opened the adult PSH community queue by 25%. So we are using 75% for SIP hotel residents and 25% from our community queue. There is a very specific plan for the demobilization schedule. Providers are given 90 days' notice after a policy change as we have been working with them very closely. Trying to do what makes the most sense for providers and residents at the SIP.

Clients have various housing resources available to them. Permanent supportive housing to scattered site, flex pool, to rapid rehousing, to short term housing assistance.

There are some assumptions built into this strategy. End to backfilling of units starting on June 1st. Increasing the shelter capacity and anticipate adding 1,000 beds with a 20% turnover rate. Again the opportunity is there for people who are not accepting housing or housing interventions to be offered shelter beds. Reminder that everyone being housed is going through Coordinated Entry's assessment and prioritization process.

The project has continued through the assistance of FEMA and has been critical during a pandemic strategy. It however is very expensive and costs 1.9 million a month or about a quarter a billion a year with an end date of September 30th. Is important that we started the work within the CCC and look forward to strategically implementing.

Del Seymour: Who are the members of your team? Are they City employees?

Chris Block: Yes, we work for the City and County of San Francisco, we are the rehousing group and consist of six members. I am the director of the rehousing group.

Del Seymour: I have concerns about a help line for people to get information and assistance. Traditionally the City does not properly staff phone lines and people are left waiting for information and frustrated.

Chris Block: We have dedicated staff who have been working the phones and please report back if you hear otherwise.

Del Seymour: I have concerns about the process because we still have a situation on the streets and we are winding down the SIPs without resolving the issues that exist on the streets. I am more conservative in nature than the City and Department on the matter.

Director McSpadden: Thank you for the comments. To clarify, the CCC team is coming over to HSH but not in deputy or director positions. They will be working and integrated into our teams. These are temporary and a temporary process. If they become permanent then they will go through the City's HR process. Understand your conservative take, and the reason we are doing the 75%-25% split to address that concern. This is a very expensive initiative and working quickly and effectively since there are not non-FEMA local dollars to support.

Kelley Cutler: Can you speak about that outcome tracking a bit more when it comes to SIP? Also are residents at Moscone included in the pandemic prioritization pool?

Noelle Simmons: If I understand the question correctly, is whether Moscone West congregate shelter guests are an art of the pandemic prioritization?

Chris Block: My understanding is that it applies only to congregate shelter clients and does not apply to guests at Moscone West except in the case where people are housing referral status category a and then we are making them a part of the batch referral process.

Noelle Simmons: What I know is that we have been offering an array of different options for clients at Moscone West including exits into housing, referral status, vouchers and Homeward Bound.

Mary Kate Bacalao: I would ask to expand the communication plan across systems. Has the closing of the family hotels been announced? It is important to communicate to all stakeholders and not just the hotel operators. There needs to be a communication plan create and executed for when the hotels are shut down.

Public Comment: Chris how is the team made aware of vacancies in PSH? How do you receive the information?

Chris Block: The team uses a vacancy tracker for the vacant units by the provider, for batch referral is more of a communication with providers about the units that they have immediately available for placement.

Public Comment: How is the outcome of the referrals measured?

Chris Block: We are getting all the information and in the process of the next few weeks to analyze the data. The batch referral is a new process and we are just starting to look at the data to make additional improvements.

Carlos Watkins: I work for the coalition on homelessness and been working with residents at the SIP hotels and become to work with clients at Moscone West. Want to thank the board and further Kelley's question about Moscone West residents and whether they are placed in the prioritization pool? There may be many people from Moscone who will not be housing priority status and will require additional resources to move from the site. Do not understand the distinction between the SIP hotel guests and

Moscone West guests? People should be moving upward from their situation and not laterally or downward. The helpline should be a bare minimum of what should be done. Whenever we meet with SIP clients they have questions and are confused about the process. There needs to be more public outreach done to the community and providers. There needs to be increased accountability and transparency around the entire process.

Tyler: I have several questions about the process. Why is the predicted refusal rate for housing so high for SIP guests. Is there any data to support the prediction? For those people who are moved to shelter, seems like a temporary solution before they return back to the streets. Has there been an increase in shelter beds since June 1st knowing that people are no longer being placed into SIP hotels?

Ben M.: Work as with the shelter client advocacy program of the eviction defense collaborative. I have worked with many SIP residents. There has been a lack of communication of the plan to residents and providers. It has really become chaos and people running the sites have a very difficult job. The sites are understaffed and proper information not being given and making it a chaotic sense and stressful for all involved.

David E: I would love to LHC members question why the SIP cost 7800 person per month. That is very expensive and could rent a studio apartment. Why were contracts made at such high rates. Why are these costs so high is there profiteering going on?

Del Seymour: I agree that 300 dollars is expensive and had the same questions myself. When I investigated found that hotel management is charging a moderate rate but must consider the wrap around services as well and that is where most of the daily costs go.

Brian E.: I agree that the helpline is not enough and maybe you should consider a drop in desk at 440 Turk. People could walk up and get information and answers. We need to do better managing people's sense of uncertainty and people need to get answers. Was a surprise when the SIP rehousing left HSH and a surprise when it was brought back. Am curious how Chris Block will be brought into the department and would request that a report be made when it is completed. I hope there is a community input when we do this in the future, this is something that has had barriers and success that we should discuss as a community.

Brenda Jewett: Wanted to thank members of the public for their thought-provoking responses.

Director McSpadden: Thanks you to the community for your feedback. Wanted to thank the team at HSH for all its hard work, that the department is severely understaffed and everyone is working to improve the situation. Some of the work was sent to the CCC because of issues of understaffing and excited to build the new department. We need to work about integrating the work from the CCC into HSH. We can provide a report at the end of the process. The CCC has a tracker and is public. We will work on the communication about SIP rehousing. That will include the sites, all messaging about SIP rehousing will come from HSH moving forward.

Noelle Simmons: Wanted to review Kelley's question- Moscone clients were not given prioritization. Since Pandemic prioritization set of categories, a through D established in recognition that we needed to go outside of our normal coordinated entry categories in order to make sure that COVID vulnerable individuals could remain safe. Since the pandemic is not over, we didn't want to release COVID

vulnerable people from the SIP hotels and back to the street. Guests at Moscone west did not meet the COVID vulnerable priority. They were not over 60 nor have an underlying chronic condition that made them COVID vulnerable.

Also wanted to speak about communication from the department. The family site was one of the first to close and new policy about 90 day notice had not been instituted. So Catholic Charities only had 60 days' notice. We have installed a more formal communication process which includes individual letters and meetings with guests to notify them of the closing and then follow up meetings.

Gigi Whitley: I'm Gigi Whitley, deputy director of administration and finance for the department. And I'm here to share with you an update about the fiscal 2021 through fiscal year 2023 budget. The mayor's budget includes a historic increase in permanent supportive housing, a 400 million onetime investment to increase the PSH portfolio.

Much of the funding is coming from the ongoing Our City Our Home- Prop C funding. Mayor's proposed budget prioritizes funding across the homelessness response system from prevention, stabilized housing, and emergency shelter. In fiscal year 1920, our budget was approximately \$367 million. Last year a large infusion of new funding, but most due to COVID response,. The proposed budget is \$671 million, 39 of that is a revenue that's not supported by the general fund. And 272 million in general fund resources.

There will be a dip next due to the winddown of the COVID response. Since fiscal year, 1922 there is a 62% growth in resources for people experiencing homelessness. The major changes in the budget is the reduction of FEMA reimbursements but that is citywide and not a part of HSH's. There are three rounds of homelessness emergency aid as well as funding from project Homekey. Whole Person Care is winding down in Dec 2021 and will work with we DPH, state, and Mayor's Office to find other funding opportunities.

Largest change in the budget is of course Prop C funding. Have worked closely with the community and oversight committee to develop recommendations. 95% alignment with the recommendations of the, our city or homes committee. They are very focused on net new housing placements for people experiencing homelessness. Other proposal creates almost 3000 new housing placements. The department has been historically under resourced since its inception and the budget reflects the need to expand and staff properly.

Additionally there are about 28 temporary positions that are one-time in nature that help continue to implement and operate the shelter in place hotels and winddown process.

I am pleased that the capital planning committee of the city recognized the importance of maintaining our shelters. There are additional resources, 8.5 million to fund phase two of what was started with a 2016 bond to make improvements to our largest adult shelters.

New housing initiatives, the 400 million is for the mayor's strike team can move quickly to acquire 800-1000 new units of PSH. There is a large efforts to prioritize the flexible spending pool- about 350 dedicated to families and another 70 to TAY. Prop C allows to extend our medium range subsidies.

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There is 9.7 million annually for new clinical and health services. There are two new safe parking sites envisioned in the mayor's proposed budget. The sites are not yet identified, but that will really give us capacity to have shelter for up to 200 vehicles and continue those sites.

In conclusion, though not a part of the budget but of other efforts the Board of Supervisors approved the opening of the TAY navigation center.

Del Seymour: Would like a comparison about how much it costs to keep people in SIP housing vs how much it costs to provide them survives once the SIP hotels have been closed. If it costs 11 million to house in SIPs how much to provide services when they are on the streets?

Brenda Jewett: It's tremendous budget, but what percentage of or what kind of decrease in the overall population of homelessness are you expecting at the end of this year? What part is dedicated to street homelessness?

Gigi Whitley: Street outreach is approximately 1% of our total budget and approximately 10 million dollars.

Kelley Cutler: Are there 260 tents in the safe sleeping sites, does that mean 260 people.

Gigi Whitley: It is based on how many tents at a site and typically one to two people can sleep in each.

Kelley Cutler: That is slightly unclear since it is through HSOC and with shelters there is a clear number. Also is the DPH clinical roving team through HSOC?

Gigi Whitley: When I spoke of the roving teams, they are for the 92 to 200 units of PSH and to address the gaps in our system and to assist those with higher needs who are coming through coordinated entry.

Kelley Cutler: I wanted to clarify since the roving clinical teams do such great work and when they are under the HSOC umbrella, the work becomes compromised. I just would encourage to allow them to actually do the work independent of HSOC.

Andrea Evans: Wanted to follow up on Kelley's question about DPH. The Our City our Home Committee had several hundred million dollars in recommendations related to behavioral health services and think it would be helpful for the public to get a more complete picture, and have some from DPH explain how the departments will work together. And having conversations specifically around where committee called out options related to the criminal justice system, behavioral services, people fleeing domestic violence, Latin X, and pregnant moms. Know those conversations are very important to our community and should be kept within the budget.

Del Seymour: Is some of the budget premature, as I have heard this is additional funding that maybe coming?

Gigi Whitley We will not know about that until the Board weighs in on the budget.

David Elliot Lewis: I would like to see more emphasis on PSH vs temporary solutions. Clearly temporary solutions like shelter in place, hotels, safe, sleeping sites meet an emergency human, human crisis but how are the benefits weighed against the cost and are very expensive per month. A collective of hotel

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owners under Randy Shaw have come together and are willing to sell to the city. This is a great opportunity to invest in long term solutions.

Mark Negal: I am from Rescue SF. I'm interested in how much the budget will reduce street homelessness does HSH have projections for the number of people who will be unsheltered at the end of each of the next two fiscal years?

Mary Kate Bacalao: Want to thank Gigi and Director and the people who worked on the proxy recommendations which are an important part of the budget. I want to highlight the population breakdowns and the 2019 PIT Count numbers. Families are 8% of the total homeless population and want to uplift the situation of families. We are still using a narrow HUD definition of families. The PIT numbers do not accurately reflect what is happening cause the definition is so narrow and PIT is not an effective way to measure families and the crisis of our community.

Carlos Watkins: From the Coalition on Homelessness, want to echo Kelley point that we cannot have our valuable resources linked to HSOC and cannot be resources dedicated to who the City wants removed from our streets and not visible. The resources are not going to the ones who are most in need.

General Public Comment.

Meeting Adjourned.

DRAFT