



Meeting Minutes-Adopted 9/7/2023

Homelessness Oversight Commission (HOC) Meeting

Meeting Date: Thursday, August 3, 2023

Regular Meeting

9:00am

1 Dr. Carlton B. Good Place

Room 416, City Hall

Members of the Homelessness Oversight Commission will attend this meeting in-person. Members of the public are invited to observe the meeting in-person or remotely online as described below. Members of the public attending the meeting in person will have an opportunity to provide public comment on every action or discussion item. In addition to in-person public comment, the Commission will hear up to 10 minutes of remote public comment on each action or discussion item.

The Commission will hear remote public comments on items in the order that commenters add themselves to the queue to comment on the item. Because of the 10-minute time limit, it is possible that not every person in the queue will have an opportunity to provide remote public comment. Remote public comment from people who have received an accommodation due to disability (as described below) will not count toward the 10-minute limit.

Members of the public are encouraged to provide public comment via email. Send an email to the Commission Secretary bridget.badasow@sfgov.org by 5pm the day before the meeting to ensure your comment is received by the Commission in advance of the meeting.

Additionally, copies of today's agenda, minutes and "all" presented items can be found on the San Francisco Department of Homelessness and Supportive Housing (HSH) website.

<https://hsh.sfgov.org/commission-and-committees/>

The HOC inaugural meeting can be seen in its entirety on SFGovTV
https://sanfrancisco.granicus.com/ViewPublisher.php?view_id=227

Homelessness Oversight Commission Members

Dr. Jonathan Butler, Chair
Bevan Dufty, Vice Chair
Katie Albright
Christin Evans
Joaquin Whit Guerrero
Sharky Laguana

Department of Homelessness and Supportive Housing (HSH) Executive Director

Shireen McSpadden

Commission Secretary

Bridget Badasow

Deputy City Attorney

Adam Radtke

ORDER OF BUSINESS

1. Call to Order

Chair Jonathan Butler called the meeting to order at 9:12am. Chair Butler read the Ramatush Oholone Land Acknowledgement.

2. Roll Call

Present: Dr. Jonathan Butler (Chair)
Katie Albright
Christin Evans
Joaquin Whit Guerrero
Sharky Laguana

Excused: Bevan Dufty (Vice Chair)

Present: Executive Director Shireen McSpadden

Present: Deputy City Attorney Adam Radtke

3. Announcement of prohibition of sound producing devices

Commission Secretary made the prohibition of sound producing devices announcement.



4. Announcements from the Chair

Chair Jonathan Butler announced that the Commission would like to have an effective and efficient meeting and that he will be keeping time with the agenda items.

5. Approval of the July 6, 2023, HOC meeting minutes

No Public Comment

On motion to approve the July 6, 2023, inaugural HOC Meeting minutes with amendments.

AYES- Butler

Albright

Evans

Guerrero

Recused-Laguana

Absent-Dufty

Action: July 6, minutes adopted.

6. Director's Report/ Executive Director Shireen McSpadden-Discussion Only

Executive Director McSpadden opened her report with data and programmatic updates beginning with, outreach. Outreach encounter numbers dropped in June due to staffing challenges, but the HSH Homeless Outreach team still ended the fiscal year with 41,590 encounters and was well over their goal of 35,000 encounters per year. The HSH Coordinated Entry Assessment stayed consistent in June 2023, with 962 assessments and ended the fiscal year with a total of 10,784 assessments. This was 2000 assessments more than the last FY showing a system increase capacity. Executive Director McSpadden announced that the Coordinated Entry has developed an updated definitions of homelessness policies that include definitions, populations, living connections, and connections to San Francisco. The Local Homeless Coordinating Board (LHCB) will review the policy during their upcoming meeting. The Multidisciplinary Team (MDT) that connects shelter guests to services went to the Pier 94 trailer site in June and made significant progress including connecting ten households to rapid re-housing and enrolling eight households to In-Home Support Services. The next MDT will take place in August at the Sanctuary Shelter. Executive Director McSpadden updated the HOC on full demographic data for FY2022-2023 on people engaged with coordinated entry and different steps of the housing process. The Executive Director state that we are largely referring black indigenous people of color to housing and moving them at a similar rate to their enrollment in coordinate entry. This indicates that we are not losing people along the way of the housing process at a disproportionate rate. The Executive Director reported that problem solving success was on the rise with HSH serving nearly double the households this FY than last year, resolving an increased number of homelessness with interventions, increased financial assistance to households experiencing homelessness, move-in, furniture and rental assistance, and travel and



relocation support outside of San Francisco. Housing placement rose in June to 191 placements. HSH continues to increase housing placements in FY 2022-23 with 2600 placements over the year. This is a 12% placement increase from last year which shows the impact we brought online through the homelessness recovery plan. The Executive Director reported on data from the new housing dashboard that can be found on the HSH website. The dashboard is one of the many improvements that came from the Unit Level Inventory Project to add units to our main database. Executive Director McSpadden is pleased to have this public resource to help people understand our system better. Housing vacancies are continuing to decrease closer to the HSH goal rate of 7%. The Executive Director explained that there will always be vacancies in the system due to units that are offline for maintenance or holding for transfer. In terms of housing placements, the decrease in vacancies continue to show the impact of the new housing placement team's work. They've been engaged in several strategies to reduce these vacancies including updated unit refusal, and participation protocol, expanding the role of case managers to ensure document readiness, completion of unit-level inventory project tracking, and conducting the Direct Placement Pilot. Emergency Housing Voucher (EHV) rollout, we are getting close to issuing all our EHV's with 1049 referrals submitted, 938 vouchers issued, and 675 households housed. Turning to programmatic updates from housing, we have a focus group underway with permanent supportive housing (PSH) residents and providers for the PSH equity analysis, SF Emergency Rental Assistance Program (ERAP) policy to all PPSH residents to access rental assistance, and lease ups that are underway at City Gardens. The Adult Shelter Reservation system rolled out on July 5, 2023. Data for this system can be found on the HSH website [Adult Shelter Reservation System](#). The HSH Shelter Inventory data can also be found on the HSH [Public Dashboard](#) and refreshes daily Monday-Friday. Executive Director McSpadden continued to provide updates for local and state legislation. Beginning locally, before the August recess the San Francisco Board of Supervisors (BOS) approved several pieces of local legislation including, three non-congregant booking agreements, agreements with Providence: Oasis Family Shelter, a revenue agreement with the San Francisco Housing Authority, an acquisition for 1174 Folsom Street, an approval to provide Homekey funding for 42 Otis Street and all 2023-25 budget legislation including Our City Our Home trailing legislation. Also, before recess, HSH introduced grant agreement amendments for four programs that will be heard in September. In the Fall of 2023, there is additional legislation on the horizon that HSH will bring to the BOS including, 5-service agreement amendments, 3-lease extensions, and the proposed acquisition of 42-Otis. There is also legislation to update the Standards of Care for City Shelters, and a new MOU going to the Port Commission for an extended term for Embarcadero SAFE Navigation Center (CoC) Grant. HSH is also expected to participate in several hearings including Home by the Bay, review oversight monitoring of City contracts with Tenants and Owners Development Corporation, and a hearing on the Housing First model. This summer HSH continues to work on responses to the Civil Grand Jury's findings and recommendations. Executive Director McSpadden provided updates for our other Advisory bodies. The LHC is working on the Continuum of Care Notice of Funding Opportunity in full force this summer and will report to the HOC in advance of the application submission. The LHC has 2-open seats that the Commission must consider filling soon. The Shelter Monitoring Committee (SMC) is moving over to HSH, and we will be introducing the Standards of Care legislation in the Fall. The SMC has 4-vacant seats. The Shelter Grievance Advisory Committee (SGAC) is now conducting all meetings in person. The next meeting will commence on Tuesday, September 12, from 2-4pm. There are 6-vacant seats on the SGAC. The Equity Office recently launched a Black, Indigenous People of Color (BIPOC) led equity fund on July 17, 2023. Applications are open until August 14, 2023. This funding is intended for organizations that have at least 70% Black, Indigenous, and People



of Color executive level leadership to use for capacity building such as financial or technical assistance. The Equity Office is also preparing for their third series of HSH's equity staff training in September and October. Finally, Executive Director McSpadden reminded the HOC and community that HSH is hiring. Please look to the San Francisco Department of Human Resources for more information.

Chair Butler-thanked the Executive Director for her presentation.

Commissioner Guerrero-responded that the graphs in the Executive Director's report were very helpful and shows that the gears are moving. Commissioner Guerrero would like a visual map of the housing stock.

Commissioner Evans-agreed and stated it would be very helpful see where the vacancies are.

Commissioner Laguana-thanked the Executive Director and her staff for a very excellent report which shows a striking amount of progress being made on different fronts. Commissioner Laguana asked to see the refusal rate, how many refusals would trigger a lower priority, and if there is a protocol to prioritize individuals that are engaged and have not recently refused housing. The Commissioner also asked, in regard to shelter placement, what the overall capacity of the three shelter sites is. Commissioner Laguana asked for the specific 'number amount' of staff vacancies at HSH and what full staffing will look like and questioned how many seats are there altogether on the Shelter Grievance Advisory Committee (SGAC).

Commissioner Albright-questioned how the department is considering the development of consistent metrics. The Commissioner asked if the department would engage their CBOs in the evaluation update process.

Commissioner Guerrero-is very grateful for the culture shift that the Executive Director's leadership is making and stated that it's about being human first and stated that if we look at it logistically and too quickly, we lose the quality of care. The Commissioner appreciated the strategy and thinks we should take one step at a time.

Chair Butler-would like to uplift the progress that HSH is making. HSH with the limited staff has made some strides leading into the right direction. The Chair asked to have a slide to gage pilot progress. The Chair also likes the idea of quality over quantity and the fact that we need to look at the human to make this work.



Commissioner Evans-stated that she was very excited with the Executive Director's report and appreciates the update on the SIP hotels. The Commissioner is happy to hear that the number of occupants in the SIP hotels that were re-housed is now at two-thirds percent rather than the last report of just below fifty percent. The Commissioner questioned what made the numbers change and the shelter safety transfer process. Commissioner Evans asked when HSH staff will begin to bring agreements to HOC for approval.

PUBLIC COMMENT

Azin Zia Abrahemi-thanked the Executive Director for her presentation. Azin would like to know what metrics will be used to represent a broader demographics. Azin stated that if we are collecting data, that data needs to be collected around the demographics of the staff themselves and how will we retain being community-based.

Jordan Davis-is not surprised that tenants are refusing given the conditions of the hotels. Some of the SROs need to be demobilized. These are large buildings with serious issues and tenants can't be expected to do the heavy lifting. We really need to look at the grant agreements and scrutinize them.

Allen Bredell-agreed with all the comments made and thanked Commissioner Evans for her request to provide the 80-service providers and their contracts.

A member of the public-also agreed with the comments Allen Bredell made and believes that the community should be included when creating best practices.

Tony a TBNC employee-stated that TBNC is entirely mismanaged by its parent organization and believes that people are suffering at TBNC and the center needs oversight. Tony advised HSH to speak to the guests, program managers, and employees to get the full picture.

CJ Ross is a native San Franciscan-and has been experiencing homelessness since 2018. CJ has been on the streets, in shelters and navigation centers, and has not been offered housing. CJ who has learning challenges and has trouble understanding the system, would like to see a better way to understand the data on the website.

A member of the public (SFFD employee) would like to see the EMS6 program recreated. The EMS6 program was a very effective program that helped many homeless people.



Jay Conner Ortega a formally unhoused community member-would like to see individuals tracked that are receiving assistance and are not from San Francisco, but repeatedly come back to San Francisco to ask for services.

Richard Perina-is advocating on behalf of an individual who has been in the shelter system for five-years and can't seem to get housing. This individual doesn't have addiction problems, he is just poor. Richard believes that if this individual was assigned to someone who was a city employee, he would have housing already.

7. General Public Comment

Brad McMillen-expressed his concern regarding the conditions in San Francisco. Brad brought up the issue of drug tourism in San Francisco and read a list of drug users that come to San Francisco because they believe it's easy to get drugs and use drugs here. Brad hopes that the HOC addresses this issue.

Tony a TBNC employee-commented again on oversight and HSH's wide reach, and the fact that TBNC employees are not city workers and therefore not protected. Tony would like to see a hotline created so that people at the bottom have a way to get to the top.

Azin Zia Abrahemi-stated that if we are going to end Transgender homelessness as mandated by 2027, we must have a deeper conversation on the mandate regarding the ongoing management when it comes to Transgender and gender nonconforming homelessness.

Allen Berdell-read an article by Susan Dyer Renolds a former editor and chief of the Marina Times newspaper. The story's narrative describes the corruption investigation of Jennifer Friedenbach and the Coalition on Homelessness.

Maria Hurabiell-thanked the HOC for their work and continued reading the article regarding a Corruption Investigation of Jennifer Friedenbach and the Coalition on Homelessness. Maria loved Chair Butler's, "room for improvement comment".

A member of the public-is pleased with what the HOC is trying to accomplish. The public member continued reading the Corruption Investigation of Jennifer Friedenbach and the Coalition on Homelessness article.



Karina Velasquez continued reading the Corruption Investigation of Jennifer Friedenbach and the Coalition on Homelessness article.

Jay Ortega representing district 3 continued reading the continued reading the Corruption Investigation of Jennifer Friedenbach and the Coalition on Homelessness article.

8. Old Business

A. Review and adoption of the HOC Rules of Order/Chair Jonathan Butler (ACTION ITEM)

Commissioner Evans-asked to have the Shelter Grievance Advisory Committee added to Article VI Item D.

Article V Meetings Section 1. R.

Agendas: Agendas for the Commission meetings will be set jointly by the Commission Chair, Vice Chair and the Executive Director. The Mayor, members of the Board of Supervisors, HOC Commissioners, and members of the public may also request items to be considered by the Commission. Requests should be made by notifying the Commission Secretary. If Items can't be heard due to time constraints, the recommended calendar item will be placed on the next meeting agenda.

The Deputy City Attorney, Adam Radtke-advised that having a standing meeting with the Executive Director, Chair, and Vice Chair constitutes an ongoing committee established by the HOC would be subject to the Sunshine and Brown Act requirements.

Deputy City Attorney Radtke-suggested that the HSH Executive Director and HOC Chair meet to discuss the next meeting's agenda and that the HOC adds to the Rules of Order a Commission Matters item to the end of the HOC meeting agenda to discuss future meeting agenda items.

The HOC-made the decision to adopt the current Rules of Order with the exception of Item R. Furthermore, a proposed amendment on Article VI R. will be heard during the September meeting when Vice Chair Dufty is in attendance.

PUBLIC COMMENT

Allen Berdell-thanked the Chair and the Executive Director for speaking into their microphones.



On motion to approve the Rules of Order with the proposed amendment of adding the Shelter Monitoring Grievance Advisory Committee to Article VI D.

AYES- Butler
Albright
Evans
Guerrero
Laguana

Absent-Dufty

Action: Rules of Order adopted.

Chair Jonathan Butler called for a recess-10:35am

Meeting convened 10:50 AM

Chair Jonathan Butler-announced that the HOC is having technical issues with the Webex platform and currently unable to hear members of the public who are trying to make public comment remotely. Members of the public are encouraged to email the Commission Secretary with any public comment at bridget.badasow@sfgov.org or leave a voicemail at (628) 652-7809. All members of the public who leave public comments either remotely or via email will have their comment added to the official minutes.

B. Discussion and appointment of the HOC Data Officer/Chair Jonathan Butler (ACTION)

Commissioner Evans-nominated Commissioner Sharky Laguana to the position of HOC Data Officer. Commissioner Joaquin Guerrero seconded.

PUBLIC COMMENT

Jordan Davis-is happy that the HOC is appointing Commissioner Laguana as the HOC Data Officer and believes that Commissioner Laguana looks at people as human lives and not just as numbers.

Pauline Levinson-feared that there might be a conflict of interest or hidden feelings with elected officers and would like to know more about officer candidates.

Commissioner Laguana-responded that he does not sit on any other committees and explained his experience and history. The Commissioner stated he has the 'lived experience' of homelessness. The Commissioner encouraged the HOC and public to give him a chance with the Data Officer role. Data is an issue that the Commissioner cares very deeply about and is pretty good at poking holes when something does not add up.

On motion to approve Commissioner Sharky Laguana as the HOC Data Officer



AYES- Butler
Albright
Evans
Guerrero
Laguana

Absent-Dufty

Action: Commissioner Sharky Laguana was approved as the HOC Data Officer.

- C. A discussion and appointment of members of the HOC to the Nomination Committee/Chair Jonathan Butler

Chair Jonathan Butler-appointed Commissioners Albright, Evans, and Guerrero to the HOC Nomination Committee.

9. New Business

- B. **Commissioner Evans**-led a presentation by PSH tenants and advocates on proposed changes to the current HSH Eviction Policy/Presenters: Jordan Davis, Jean-Jacques Zenger, Joy Abounds, David Elliot Lewis, Liza Murasaki, Ora Prochovnick (DISCUSSION ONLY)

Commissioner Evans-explained that the document used for today's presentation was created by Supervisor Dean Preston's Office working in collaboration with Permanent Supportive Housing (PSH) tenants and advocates. Commissioner Evans stated that part of today's presentation is to give the HOC the opportunity to hear from people that have lived experience both from PSH tenants who have been threatened with eviction, and with tenants who have actually been evicted.

The Deputy City Attorney Radtke-clarified that this is a discussion item forum, and anyone can present during public comment on this topic.

PUBLIC COMMENT

Jordan Davis-thanked Commissioner Evans for taking PSH tenants seriously. Jordan believes that late fees should be banned, tenants should be allowed to pay rent by check or remotely and not forced into third party checks unless tenants are chronically late, or they have a history of bouncing checks. Blue hair dye in the bathtub should not be a reason to evict tenants. Retaliation is also a big problem for PSH tenants.



Cheryl James is a community organizer and SRO tenant-and would like to see better support for tenants. In Cheryl's building they have one case manager for three SROs. The case manager is always busy, and her door is shut. When people need help with evictions, mental health, or physical abuse there is no one to turn to. There is a ratio of eight women to thirty men in the SROs and often women are forced to deal with physical abuse. Policy is not happening when it comes to case management. Cheryl is ready to walk out and become homeless again.

Liza Muraski a community mental health advocate-and serves on the Behavioral Mental Health Commission. In June of 2021 a ruling was decided in Liza's favor for case management ratio for supportive housing, navigation centers, and shelters. Unfortunately, case management ratio is still denied, and a complaint filed with the Sunshine Task Force has remained unresolved for over three years. Liza has been asked 15 times to pull her complaint. Liza is asking for resolution. Additionally, the current mission statement for HSH is not being upheld. Liza suggested to change all statements in contracts and documents between property management, case management and tenants to "must" or "shall" to ensuring consistency with resolving problems and evictions. Additionally, adequate support should be provided by certified and licensed case managers and peer specialist which this year have become billable to medical.

David Elliot Lewis-co chair of Tenderloin People's Congress-is a formally unhoused individual on the streets and was rescued by PSH. David stated the solution is to prevent evictions from going to court. Going to court would affect the tenant's ability to rent for the rest of their lives. David proposes to provide a pre-eviction arbitration to give the tenant the opportunity to plead their case.

Jean-Jacques Zenger-a resident at Conor House SRO and would like to state that Conor House is abusive to their residents and should have a program investigation for their corrupt policies and defunded. Jean-Jacques has been abused with trivial inspections, blamed for fire hazards, and pest infestations. The property manager harasses tenants by accusing tenants of trivial health and safety violations. Managers are aware of the tenant's mental health challenges but do nothing to help the tenants.

Pauline Levenson-was evicted from an SRO and is here because she is led by the trauma of the eviction. Pauline is here to speak on the visitor policy. Pauline was attacked by a staff security guard and is suffering due to eviction policies.

A member of the public was evicted-and it almost killed them. The member of the public stated that the ability to switch rooms, move down the hall, to another building, or down the street is essential for PSH success. The public member who suffers from HIV and mental illness, was housed but was evicted. The public member would like to see more scattered sites opened and solutions made outside the box.



Ora Prochovnick-Director of litigation and policy at the Eviction Defense Collaborative (EDC)-Ora, thanked the HOC for their time today and the PSH tenants for sharing their heartfelt experiences. Ora believes that the red line ten items addressed could fix a lot of the problems that were shared today. The tenants should have legal counsel. Tenants that have council have a much better chance of remaining housed and outcome. It is unacceptable that tenants are getting evicted from PSH for defaults. The lack of support is what is evicting them. It would be appropriate to notify the EDC tenant right to council program each time court papers are filed against a tenant to evict to make sure that tenant has a right to council.

Commissioner Evans-asked Jordan Davis to return to the podium to explain how often inspections take place and how inspections make her feel when they do take place.

Jordan Davis-stated that inspections make her feel horrible and that she is on eggshells.

- A. **Deputy Director, Cynthia Nagendra**-gave a detailed presentation on the Strategic Plan “Home By the Bay” and the projected annual action plan. (DISCUSSION ONLY)

PUBLIC COMMENT

Allen Berdell-stated that the problem is placing people in stable housing that are unstable.

Pauline Levinson-commented that care-based solutions would go a lot further. People are harming themselves and using drugs and they need intervention.

Jordan Davis-agrees with bringing in more PSH at scattered sites. People who might be successful in the Tenderloin might be more successful in the Sunset district.

10-General Public Comment and Eviction Policy Public Comment continued

A member of the public-continued reading the Susan Dyer Renolds article.

Richard Perina-continued reading the Susan Dyer Renolds article.

Erica Sandberg an independent journalist-continued reading the Susan Dyer Renolds article.



Julia Bounds-in 2017 relocated to a senior building with hope thoughts for a peaceful living. Instead, Julia was burglarized by someone in the building who has a master key and is now being harassed and retaliated against and is fighting eviction.

Azin Zia Abrahemi-stated that if we are going back to looking at metrics and figuring out where we need to allocate resources then we need to figure out how to create links in a chain to resources that are out there. This should be a part of how we question front line staff as well as the community that we are serving.

Allen Berdell-played a recording by Ray Sanderson. Ray shared their living experience of living in an SRO.

ADJOURN-12:59pm

Respectfully submitted,

Bridget Badasow
HOC Commission Secretary



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DISABILITY ACCESS

The Homelessness Oversight Commission meetings are held at City Hall Room 416, at 1 Dr. Carlton B. Goodlett Place, San Francisco on the first Thursday of each month at 9am. The building and meeting room are wheelchair accessible. This meeting will be broadcast and captioned on SFGovTV. Remote public participation is available for people with disabilities, as well as all members of the public. Instructions for how to join the meeting remotely are included at the beginning of this agenda. [Captions can be enabled](#) if participating remotely via WebEx.

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