

Commission Members:

Dr. Jonathan Butler (Chair)

Bevan Dufty (Vice-Chair)

Katie Albright

Christin Evans

Joaquin Guerrero

Sharky Laguana

Dena Aslanian-Williams

Commission Secretary

Bridget Badasow

Mayor

London Breed

Shireen McSpadden, Executive Director

Department of Homelessness and Supportive Housing

City & County of San Francisco Homelessness Oversight Commission (HOC) Meeting



Meeting Minutes

Homelessness Oversight Commission (HOC) Meeting

Meeting Date: Thursday, October 19, 2023

Special Meeting

10:00am

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

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Bevan Dufty, Vice Chair
Katie Albright
Christin Evans
Joaquin Whit Guerrero
Sharky Laguana
Dena Aslanian-Williams

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**

Acting Chair, Commissioner Sharky Laguana called the meeting to order at 10:00am. Acting Chair Commissioner Laguana read the Ramatush Oholone Land Acknowledgement.

2. **Roll Call**

Present:

Christin Evans
Joaquin Whit Guerrero
Sharky Laguana (Acting Chair)
Dena Aslanian Williams

Absent:

Chair Jonathan Butler
Vice Chair Bevan Dufty
Commissioner Katie Albright

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 by the Acting Chair**

No announcements

5. Approval of the September 7, 2023, HOC meeting minutes

No Public Comment

On motion to approve the September 7, 2023, HOC Meeting minutes.

AYES-Aslanian-Williams

Evans

Guerrero

Laguana

Absent-Butler

Dufty

Albright

Action: September 7, 2023, minutes adopted.

6. Communications

No Communications

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

Executive Director McSpadden opened her report by introducing Chief Deputy Director, Marion Sanders who joined the HSH team in September. The Chief Deputy Director has a background in public administration and social work and comes from the LA County area where she was the Deputy Director of the Homeless Outreach Program Integrated Care System (HOPICS) which is a large nonprofit multi-service agency that provides homelessness services to the LA County community. Chief Deputy Director Sanders has experience in front line work all the way up to the executive management level and has a deep understanding of the homelessness system. Additionally, Gigi Whitley's position has changed to Chief of Administration and Finance and reports directly to the Executive Director. The Executive Director also reintroduced the HSH leadership team including Deputy Director Cynthia Nagendra who oversees the HSH Planning Performance and Strategy Division, Deputy Director Emily Cohen who leads the Legislative and Communication Office, Deputy Director, Anthony Bush is the HSH Chief Equity Officer, and Dee Rosado-Chan is the HSH Program's Deputy Director. The Executive Director moved on to give updates on the HSH Homeless Response System beginning with outreach. Outreach increased slightly to 2,775 engagements within the last month. Coordinated Entry Assessments also increased with 1,149 assessments in August. The Coordinated Entry Redesign work which began in 2022 identified some key areas for reform including the need for more transparency, more standardization, better training, and more community involvement in the system. The redesign work group finalized their recommendations, their priority action areas included investing in staff, diversifying options for access points, clarifying messaging and improving the quality of messages received. The third phase started in spring and is ongoing. The Coordinated Entry Redesign Committee was seated in August 2023, with 24-community stakeholders and two city staff. This group will work to implement recommendations. The Coordinated Entry Redesign is one of the key pillars of the HSH Strategic Plan. The Lyric Youth Access Point (LYRIC) has reopened and is now located at the HYPE Center at 198 Potrero Avenue. The next Local Homeless Coordinating Board's (LHCB) Coordinated Entry Committee meeting will take place on October 10, 2023. The Executive Director encouraged the HOC members to attend. Problem solving resolutions included 71 households resolved in August with the most common form

of help is move-in assistance. Housing placements stayed consistent with 187 placements in August. The Street to Home Program is now in the full implementation phase. The program directly places people into housing from the streets. As of October 1, 2023, HSH has made 18 placements. San Francisco is exceeding national stats for implementation with the Emergency Housing Voucher Program. The US Department of Housing and Urban Development's (HUD) deadline to issue turnover vouchers was September 30, 2023. Other housing updates included Permanent Supportive Housing (PSH) services assessment and feedback from Mercy Housing on improved system quality. The Executive Director reminded the Commission of the online Housing Inventory Dashboard that can be viewed on the HSH website. The Commission requested an update on the rate of unlawful detainer and written notices of evictions. PSH eviction rates have been dropping over the past five years with the exception of 2021-22 during COVID. Next, the Executive Director reported on evictions by provider and mentioned that 17-providers had no evictions at all and stated that the vast majority of evictions was due to tenant lease violations with a small percentage (less than 10%) due to nonpayment of rent. Housing vacancies remained steady this month with a 9.5% occupancy rate. The HSH Housing Placement team is working to bring the housing vacancy rate down and the Executive Director will report back next month with updates. The Executive Director continued her report with shelter updates. In October, HSH will launch their Program for Domestic Violence with the provider being St. Vincent de Paul. The Journey Home Shelter placement began on September 25, 2023, with 1–3-day placements for people leaving San Francisco through the Drug Market Agency Coordination Center (DMACC) to prepare for their trip home. Shelters are helping with document readiness and appointment with families moving into City Gardens PSH, and HSH is reinflating shelter capacity at four sites to prepare for additional placements this winter. Executive Director McSpadden gave a detailed report on the annual cost estimates for 2023, intervention excluding prevention that the HOC members requested during the September HOC meeting. Moving on to program updates, the San Francisco Municipal Transportation Agency (SFMTA) approved parking changes that may impact 100+ households living in vehicles on Winston Drive near Lake Merced. The implementation was delayed for 3 months to ensure more time for HSH placements. Since 2023 HSH has been conducting intensive outreach, including housing and resource fairs to assist the community that will be affected by the SFMTA parking changes. Local Legislation updates involved a recap on last month's (September) hearings at the Board of Supervisors (BOS) including the HSH Strategic Plan, Care Court and accidental overdoses. Also, introduced and approved was the Behested Payments Waiver along with approval for the 42 Otis acquisition and various grant agreement amendments. October hearings involve, the Port Commission hearing on the new MOU for the Embarcadero SAFE Navigation Center, the BOS Behavioral Health Committee will hear three grant agreement amendments with Episcopal Community Services, a hearing on the implementation of the Homelessness Oversight Commission, and an upcoming introduction to Five Keys 685 Ellis shelter services. On September 26, 2023, the BOS approved the HSH Continuum of Care application for HSH's main source of federal funding. The Executive Director reported on the vacancies in the HOC's three advisory bodies including 6 seats on the LHCB, 3-vacancies on the Shelter Monitoring Committee, and 5-vacant seats on the Shelter Grievance Advisory Committee (SGAC). The HSH Equity Office is offering their third series of HSH's racial equity staff training which will be ongoing in September through October 2023. The Equity Office is leading HSH's work on the Ending Trans Homelessness Initiative. Finally, the Executive Director announced that HSH is looking to fill 53 vacant positions. Members of the public can find listed positions on the San Francisco Department of Human Resources website.

Commissioner Guerrero asked for the LHCB meeting date and regarding evictions are there are any other resources that will provide mediation between landlord and tenant.

Commissioner Evans asked if there was a reason that the provider names were not included on the slide (14) in the Executive Director’s Report and would like to know the size of their portfolio.

Commissioner Laguana would also like the demographics that the provider serves.

Commissioner Guerrero agreed, and would specifically like to know age, race, gender.

Commissioner Evans asked the Deputy City Attorney Radtke for an update with the red line on eviction policy that was submitted by PSH tenants requesting edits. Commissioner Evans was excited about the new access point and would like to know if there is a particular demographic culture that LYRIC plans to support. The Commissioner inquired about the Street to Home launch and asked for details on the contract/lease. Commissioner Evans asked for the number of domestic violence hotel vouchers that are available, and how the public can access the vouchers. The Commissioner also asked about the Mission District Tiny Cabins launch.

Commissioner Guerrero respects the Executive Director’s decision to slow down and wait until the providers are equipped to handle the launch so that they do it right. The Commissioner, from his experience, believes that giving time to train the providers is critical and will avoid future issues.

Commissioner Aslanian Williams-questioned if waiting 90-days for documentation will add to the eviction rate. The Commissioner also asked how many clients the Journey Home Shelter program has served to date.

Commissioner Laguana questioned what is driving the invariability with outreach encounters. The Commissioner also enquired how housing exits are defined and the total population for housing placements. Commissioner Laguana congratulated the department for the successful launch of the Streets to Home pilot. Lastly, the Commissioner asked about shelter response time for clients.

PUBLIC COMMENT

CJ Ross commended Executive Director McSpadden on her and the department’s work that they have been doing and expressed that the data is so much more understandable to the public. CJ thinks it’s amazing that the HSH leadership team is in attendance at HOC meetings to fill in the gaps and to explain these very intricate issues. Looking at demographics is going to be an exciting thing regarding the providers. CJ commended the Executive Director on her ongoing efforts to make the shelter waitlist accessible to people. CJ suggested that the 24/7 Hospitality House could be a place for people to access domestic violence vouchers.

Jordan Davis-welcomed Marion Sanders and likes the idea of the Street to Home program. Jordan would like to take a deep dive on the paperwork requirements and would like to know which providers are evicting.

Charles Deffarges, Director of Housing Policy, ECS commented on the vacancy issue and working in collaboration with HSH staff to address the vacancy rate. Despite the progress that has been made, excessive vacancies continue to be a challenge across the PHS system. Driving the vacancy rate down is going to require innovative referral strategies. Charles stated that we would do better if we retain the people we currently have housed. The Coalition has been meeting regularly to create a proposal to bring before the HOC.

Jennifer Friedenbach, Executive Director of the Coalition on Homelessness pointed out that in the past while people were on the shelter waitlist, they were able to access the one-night bed system and check on their shelter status. The system was not ideal and could be made easier for folks but could have real-time contact with people that were on the waitlist and could be put in shelter immediately. Jennifer encouraged the department to keep looking at the vacancies. Jennifer would like the HOC to look at people with behavioral health challenges that are getting evicted and believes it's a systemic issue.

8. Employee Recognition

To begin on November 2, 2023

9. Nomination Committee Report/Commissioner Evans

NOMINATION COMMITTEE REPORT/CHAIR CHRISTIN EVANS

The Nomination Committee held its second meeting on September 29, 2023. Complete meeting minutes will be posted on the Committee website in advance of our October meeting. This is a summary report of items I'd like to highlight for the HOC.

At this past meeting, Commissioners Albright, Guerro and myself (Evans) were all present and we met for approximately one and a half hours.

We received a copy of the new Committee Application form (in English) that is now available on request from Commission Secretary Bridget Badasow to all interested candidates for the three advisory committees the HOC makes appointments. Those three bodies are:

- The Local Homeless Coordinating Board (LHCB)
- The Shelter Monitoring Committee (SMC)
- The Shelter Grievance Advisory Committee (SGAC)

The Commission Secretary informed us that the new application form will be translated into additional languages and is expected to be posted to the Commission's website by early to mid October. We encourage all interested applicants to review the seat requirements for the vacancies on these bodies and consider applying as we do have a number of vacancies on all three bodies currently. Until the time when the application is available on the website, the application form can be requested from and submitted to Commission Secretary Bridget Badasow at: bridget.badasow@sfgov.org The bulk of our meeting time was spent reviewing the requirements for open seats with Deputy City Attorney Adam Radke. We clarified which bodies we will need to assess potential financial conflicts of interest – and received his advice that the potential for financial conflict is primarily of concern for the LHCB as it does make budgetary recommendations whereas the other two committees do not.

The following are the vacancies on the three committees and their seat requirements:

- LHCB has 6 vacancies and currently does not have a quorum for their meetings. The criteria for all open positions (seats 6-11) is that they “shall be held by people who represent relevant organizations or projects serving one or more homeless subpopulations in San Francisco...” (*Note: I have started to reach out to potential candidates for these seats and I urge my fellow commissioners to do the same as there is an urgent need to expeditiously fill enough seats for the body to attain quorum*).
- SMC has 4 vacancies. The criteria for the open seats are as follows:
 - Seat 1 - a person who is homeless or formerly homeless, and who is living or has lived with the person's homeless child under the age of 18

- Seat 2 - a person who is homeless or has been homeless within the three years prior to being appointed to the Committee, and who has a disability (*Catherine Jane Ross has applied for this position is available for your consideration for an appointment today*).
- Seat 5 - a person nominated by one or more community agencies that provide behavioral health, housing placement or other services to homeless people
- Seat 12 - an employee of the Department of Public Health
- SGAC has 6 vacancies and the body. The criteria for the open seats are as follows:
 - Seats 2 & 4 - a current or previous consumer of City temporary shelter services
 - Seat 6 & 7 - a person who represents organizations or projects providing shelter services
 - Seat 10 - a person serving as arbitrator of shelter grievances under the Shelter Grievance Policy
 - Seat 11 - any City resident with a demonstrated commitment to temporary shelter services (*Javier Bremond has applied for this seat and is available for your consideration for an appointment today*)
 - Seat 13 - held by an employee of the Department of Health (to be appointed by the Director of Public Health)

At our meeting in September, we had the pleasure of meeting and interviewing two potential candidates. Because their applications had been received within the 72 hours of our September meeting and their names had not been noticed in our agenda, we did not take a specific action to forward them with a recommendation. However, after meeting them both, the Nomination committee members did agree that we should request that the candidates attend today's meeting for consideration of their confirmation by this body today.

Personally, I will be supporting both candidates for appointment to the seats for which they've applied. In my assessment, they meet the criteria for the seats to which they have applied.

And based on our conversation last Friday, I can say that I believe both candidates have a strong understanding of the role the committees to which they are applying play and that they have presented a thoughtful case as to what they will bring to the committee if they are appointed to serve. Their applications are before you and they have both been invited to attend this meeting to answer any questions you may have of them. I recommend that we take a vote to confirm both applicants once you've had the opportunity to hear from them.

PUBLIC COMMENT

Jennifer Friedenbach supported appointing Javier Bremond to seat 11 of the Shelter Grievance Advisory Committee (SGAC).

Jordan Davis advised new advisory body members to be proactive and in the trenches.

Catherine J. Ross agreed with Jordan Davis and supports Javier Bremond and work together with him.

A motion to appoint Javier Santiago Bremond to seat 11 of the SGAC

AYES-Aslanian-Williams

Evans

Guerrero

Laguana

Absent-Butler
Dufty
Albright

Action: Javier Santiago Bremond was appointed to seat 11 of the SGAC.

A motion to appoint Chathrine Jane Ross to seat 2 of the SMC.

AYES-Aslanian-Williams
Evans
Guerrero
Laguana

Absent-Butler
Dufty
Albright

Action: Catherine Jane Ross was appointed to seat 2 of the SMC.

10. Data Officer Report/Commissioner Sharky Laguana

Commissioner Sharky Laguana shared that he is pleased with the progress he is making around data and in the interest of time, will have a more detailed report during the November 2, 32023 HOC meeting.

PUBLIC COMMENT

No public comment

11. GENERAL PUBLIC COMMENT

Paul-SEIU Local 1021 stated that the Felton Institute is engaging in union busting activities. SEIU represents 40-employees at SEIU who have been met with retaliation and unfair labor practices. There are health and safety concerns at Felton work sites including gas leaks. Paul stated that Felton is needlessly stalling labor negotiations.

Hector Union represented for SEIU 1021-stated that Felton has needlessly stalled union negotiations for over the last year and is bullying the union membership that is predominantly women of color caring for families and children in the Mission district. Hector also stated that Felton has done this by weaponizing City and County funding such as housing and cognitive health funding that the Felton organization receives. Felton also engages in retaliatory behavior with union shop stewards for wearing union gear and tee shirts.

Lauren Hall Director of DISH-echoed what Commissioner Guerrero stated regarding the way the provider community and the department gets pitted against each other. Lauren said that the providers and department need to work hand-in-hand with each other to properly serve residents in supportive housing. Lauren mentioned the need for increased clinical support with folks who have acute psychiatric issues except to protect the community and that person through eviction.

Jordan Davis is in solidarity with workers at the Felton Institute. Jordan does not like union busting and believes that there is plenty of opportunity for tenants and clients to show support. Jordan is glad to hear Lauren Hall talk about engaging with tenants but believes there are some real inconsistencies with providers and the people they serve.

Deputy City Attorney Adam Radtke advised that the San Francisco Controller's Office operates the Whistleblower process and advises anyone making allegations of misappropriation of city funds to utilize that process.

Gigi Whitley HSH Deputy Director Administration and Finance gave the Commission more context on the complaint against the Felton Institute, Deputy Director Whitley and her counterparts including the Department of Public Health, the Human Service Agency, the Department of Children Youth, and their Families, as well as the Office of Childhood Early Education met with the Union leaders yesterday to hear the Union's concerns. Deputy Director Whitley stated that they take the allegations very seriously and are working collectively on a joint response and will do their due diligence.

12. **OLD BUSINESS**

No old business

13. **New Business**

A. Homelessness Prevention and Housing Problem Solving was presented by HSH Staff Julieta Barcaglioni.

B. Review of the HOC Approval of HSH Contracts presented by Deputy Director Gigi Whitley

PUBLIC COMMENT

Jordan Davis is glad to see a presentation on contracts because it's something that PHS tenants do not understand and believes that tenants should be at the front end of contracting to address tenant needs.

14. **General Public Comment (continued)**

No general public comment

15. **Commission Matters**

Commissioner Guerrero asked that the Commission consistently use titles.

Commissioner Laguana did not understand Commissioner Guerrero's question and apologized for being curt.

Commissioner Evans is very concerned that there has not been a deeper dive into people not accepting shelter and hopes to be provided a full and complete picture of why people are not accepting shelter.

16. **ADJOURN-1:10pm-Commissioner Laguana adjourned the meeting in solidarity with the HSH Social Worker**

that was wounded during the attack a few weeks ago. Commissioner Laguana feels that Social Workers are the heroes within the work that we do.

Respectfully submitted,

Bridget Badasow
HOC Commission Secretary

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Government's duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact Administrator, by mail to Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco CA 94102-4689; by phone at 415.554.7724; by fax at 415.554.7854; or by email at sotf@sfgov.org. Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library and on the City's website at <https://sfgov.org/sunshine/>

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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.

Sign Language Interpretation is also available upon request. If requesting remote Sign Language Interpretation, please submit an accommodation request a minimum of four (4) business hours prior to the start of the meeting. Allowing a minimum of 48 business hours for all other accommodation requests (for example, for other auxiliary aids and services) helps ensure availability. To request accommodation, please contact Bridget Badasow at bridget.badasow@sfgov.org.

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LANGUAGE ASSISTANCE 415.646.4470: For free interpretation services, please submit your request 48 hours in advance of meeting./Para sa libreng serbisyo sa interpretasyon, kailangan mag-request 48 oras bago ang

miting./Para servicios de interpretación gratuitos, por favor haga su petición 48 horas antes de la reunión./ 如果需要免費口語翻譯, 請於會議之前 48 小時提出要求。Đối với dịch vụ thông dịch miễn phí, vui lòng gửi yêu cầu của bạn 48 giờ trước cuộc họp./ Для бесплатных услуг устного перевода просьба представить ваш запрос за 48 часов до начала собрания./ Pour les services d'interprétation gratuits, veuillez soumettre votre demande 48 heures avant la réunion./ 무료 통역 서비스를 원하시면 회의 48 시간 전에 귀하의 요청을 제출하십시오./ 無料通訳サービスをご希望の場合は、会議の 48時間前までにリクエストを提出してください。 /บริการให้ความช่วยเหลือในหลายภาษาตามภาษาฟรี ณ ที่ประชุม

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