

**Commission Members:**

Dr. Jonathan Butler (Chair)  
Bevan Dufty (Vice-Chair)  
Katie Albright  
Dena Aslanian-Williams  
Christin Evans  
Joaquin Guerrero  
Sharky Laguana

**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) Regular Meeting

Meeting Date: Thursday, April 4, 2024

9:00 AM

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](mailto: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](https://sanfrancisco.granicus.com/ViewPublisher.php?view_id=227)

**Homelessness Oversight Commission Members:**

Dr. Jonathan Butler, Chair  
Bevan Dufty, Vice Chair  
Katie Albright  
Dena Aslanian-Williams  
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 Butler** called the meeting to order at 9:15 am and read the Ramatush Oholone Land Acknowledgement.

2. **ROLL CALL**

The Commission Secretary announced that Commissioner Dena Aslanian-Williams did not complete her Statement of Economic Interest (SEI) by the April 2, deadline and is disqualified from participating and voting on this policy body until she completes her SEI obligations.

Present: Chair Jonathan Butler  
Vice Chair Bevan Dufty  
Katie Albright  
Dena Aslanian Williams  
Christin Evans

Absent: Dena Aslanian-Williams  
Joaquin Whit Guerrero  
Sharky Laguana

Present: Executive Director Shireen McSpadden

Present: Deputy City Attorney Adam Radtke

3. **ANNOUNCEMENTS REGARDING SOUND PRODUCING DEVICES DURING THE MEETING**

**Commission Secretary** made the prohibition of sound producing devices announcement.

4. **ANNOUNCEMENTS BY THE CHAIR**

The Chair announced that agenda items 11, 12A/12B, and 14 will proceed agenda item 10 due to Commissioner Albright needing to leave the meeting early.

5. **APPROVAL OF THE MARCH 21, 2024, SPECIAL MEETING MINUTES**

**PUBLIC COMMENT**

No Public Comment

On motion to approve the March 21, 2024, HOC Meeting minutes.

AYES-Butler

Dufty

Albright

Aslanian-Williams

Evans

Absent:

Aslanian-Williams

Guererro

Laguana

Action: March 21, 2024, Minutes Adopted.

6. **COMMUNICATIONS**

**No Communications.**

7. **EMPLOYEE RECOGNITION**

HSH Executive Director Shireen McSpadden and the HOC Chair, Jonathan Butler honored HSH Assistant Manager, Myaisha Bracken as the HSH Employee Recognition awardee for the month of April 2024. The Executive Director celebrated and applauded Myaisha's stellar job performance and commended her calm and eager to assist attitude.

8. **DIRECTOR'S REPORT**

The Executive Director began her report with outreach efforts which stayed steady with 2, 418 engagements in February 2024.

Since the fall, Heluna Health has been working hard to fill its San Francisco Homeless Outreach Team (HOT) staffing vacancies. In January, eight new outreach positions were added to the new contract and Heluna worked quickly to fill those new position. Heluna has made huge progress and is almost at the mandated 90% staffing rate, even with the staff expansion.

The Executive Director reported on Coordinated Entry Assessments and program updates. Coordinated Entry Assessments also stayed steady with 1,039 assessments in February. The Coordinated Entry Redesign group nominated two co-chairs Denise Riggins (DISH) and Michael Henry (Catholic Charities) to lead the implementation of the redesign recommendations and strengthen community engagement. The Coordinated Entry team at HSH and providers attended the Project Homeless Connect event on March 20, 2024, and served 179 households. This was the first Project Homeless Connect event where there were housing navigation services for housing referral status clients as well as coordinated entry assessments for new clients.

Moving on to prevention, the Executive Director reported on HSH's Homeless Prevention Program. This included updates on people at risk of homelessness and will be included in the Director's Report using the new prevention dashboard going forward. The graphic reported a lower number of households served, and less funding distributed than in past reports. Previously the Executive Director reported on a combination of HSH and the Mayor's Office of Housing and Community Development (MOHCD) prevention services. Going forward, the Director's Report will focus on only the households served under HSH contracts. The data included clients serviced by HSH from July 2023, through February 2024. During this time, 918 households were served with a total of \$6M allocated in financial assistance. Approximately 50% of the financial assistance paid for back rent so tenants could remain in their housing.

Problem Solving stayed relatively consistent in February with 89 resolutions. This fiscal year HSH assisted 654 households with over \$2.3M in financial assistance. Next month the new dashboard will show how many people HSH served specifically with relocation assistance through HSH and the Human Services Agency's (HSA) three location assistance programs.

The Executive Director reminded the audience of the new online dashboard tracking inventory system for HSH housing programs and stated that housing units still stand at 13,200.

Housing placements were consistent with 196 placements in January. Executive Director McSpadden provided an update on the re-housing work of Hope Housing program participants.

In 2023, the Department of Homelessness and Supportive Housing (HSH) transitioned all its contracts with United Council of Human Services (UCHS) to the Felton institute. The City's contracting policies required HSH to end its relationship with United Council due to its inability to maintain compliance with city and state regulations. To maintain the critical programs serving people experiencing homelessness in the Bayview community, HSH worked with the Felton Institute to have them take over the contracts and continue to deliver these essential services to the community. HSH is deeply grateful to Felton for stepping up to keep the programs going and the clients served.

Through this contract transition it became evident that in two of the United Council programs, Hope House and Hope House for Veterans, which are funded by the US Department of Housing and Urban Development's (HUD) Continuum of Care (CoC) Program, **never properly assess the tenants for eligibility**. The CoC program requires specific eligibility criteria for all participants at intake and eligibility must be re-certified on an annual basis. Per HUD regulations, rental subsidies for tenants that do not meet eligibility criteria must be terminated. HSH and Felton staff reached out multiple times, including certified mail and home visits, to every Hope House and Hope House for Veterans tenant to collect documentation of eligibility for the program. The vast majority of the Hope House and Hope House for Veterans tenants met with our teams and were determined eligible for the HSH housing, but most did not meet the stringent requirements for HUD CoC rental subsidies.

Unfortunately, because of the issues with the original contractor and the lease agreements they engaged in, HSH needs to move eligible tenants to new housing. Eligible tenants were offered a unit in the City's permanent supportive housing portfolio or a time limited rental subsidy that they can use in the private market. For leases where the tenant qualifies for the federal subsidy and the unit meets the standards of the federal subsidy, a new lease can be negotiated but in the vast majority of these cases, the tenant will need to move to a new unit.

Moving on to HSH's progress with issuing Emergency Housing Vouchers (EHV). This program is a one-time opportunity to issue over 900 vouchers to San Franciscans who were unhoused or at risk of homelessness. HSH in partnership with the San Francisco Housing Authority has issued 1,261 vouchers and moved 984 households. One third of the households who received a voucher were families with children and a heavy focus on serving District 10 (Bayview). Please refer to the dashboard on the HSH website for a deeper dive with household demographics and EHVs issued.

HSH is starting Housing Quality Standards inspections in the locally funded housing portfolio for parity with the HSH federally funded portfolio. This policy is going live in early April and will help to ensure quality across the HSH portfolio. The Permanent Supportive Housing (PSH) enhanced services agreement will be brought before the HOC today for approval. This pilot is for onsite supportive services for people with complex care needs for 40-60 people at Kelly Cullen Community and addresses the need for enhanced services for PSH residents with acute health needs. The agreement with Cardea Health is slated to start in early spring 2024.

The full launch of unit level inventory (ULI) is now complete and in the ONE System for all site based PSH. This is a major infrastructure change that will allow HSH to more accurately track the occupancy and vacancy status, history of individual units, and store the building and unit-level characteristics/amenities across the HSH PSH portfolio. Vacancy reporting is not available this month, as staff validates data and updates reporting logic. Under the old system, providers reported program openings that were not tied to a physical unit in the HSH Homelessness Management Information System (HMIS) data system. Referrals were then made to these temporary openings. Under the new unit-level inventory system, referrals are made to specific, available units where the building and unit-level characteristics meet the needs of the individual or family. This change improves accuracy and streamlines the process for our providers and our staff.

HSH continues to make progress on vacancies by focusing on high vacancy buildings defined as sites with more than 10% of units vacant, where at least 10 units are vacant. In January 2024, 41% of vacancies were from these sites, now the vacancy rate is at 35%. By July 1, 2024, HSH expects to have high vacancy buildings accounting for less than 25% of all vacancies. HSH staff continues to look for strategies for high vacancy sites and have now employed an early warning system to identify properties at risk of becoming high vacancy and consider similar strategies.

Across the HSH shelter system on March 26, 2024, shelter was at 3,438 capacity with a 93% occupancy rate which is 30 more people than last month when the occupancy rate was at 92%.

The Executive Director reported that there is continued progress at Lake Merced to move people out of vehicle encampments and into long term housing solutions. HSH continues to work with the San Francisco Municipal Transportation Agency (SFMTA) to coordinate outreach before the enforcement of the new SFMTA regulations. HSH has now moved 36 households into housing. There are still 26 households that are currently enrolled in other programs on the pathway to house.

HSH continues to see improvements to the shelter reservation waitlist system. Although the total number of people registering for the waitlist has not dropped off much (363 in February in total), the average daily number of

people on the waitlist has continued to sharply drop over the winter as more placements are being made and City is using more efficient approaches to fill beds and keep the waitlist updated. An average of 59 people were on the waitlist each day in February.

The Executive Director thanked the San Francisco Interfaith Council and Episcopal Community Services for their winter shelter partnership. The winter shelters closed at the end of March. The Mission Cabin Program will open on April 15, 2024. The priority for initial placements is slated for the Mission community.

Next, the Executive Director provided legislative updates. On the local legislative side, three of the grant agreement amendments approved by the HOC last month are currently going through the Board of Supervisor (BOS) process with hearings in April (711 Post, 33 Gough, and Abode). Four of the agreements before the HOC today are in the introduction process with hearings tentatively calendared for early May, which include: Compass's family housing ladder and flex pool programs, Conard's McAllister Hotel agreement, and Hamilton Families' Housing Solutions. The BOS passed the six-month continuance of the waiver for behested payments to allow HSH to solicit philanthropic partnerships for shelter programs. This has been helpful for HSH to lay the groundwork for philanthropic partnerships. The ordinance requiring HSH and the Human Services Agency to have a permanent relocation assistance program passed the full Board in March. Additionally, HSH went to three hearings called by the Board about our work in March:

- Hearing on the Budget and Legislative Analysts' Audit report on the City's street response teams
- Hearing on neighborhood impacts around Permanent Supportive Housing sites
- Hearing on the A Place for All legislation

At the state level, HSH issued a letter of support for Senate Bill 37, which would create a subsidy program for older adults and people with disabilities.

Updates from the HOC's three advisory bodies included four open seats on the Local Homeless Coordinating Board that the Commission must consider appointing soon, the Shelter monitoring committee has one vacant seat, and the Shelter Grievance Advisory Committee (SGAC) has three vacant seats. The two "at large" seats were dissolved in line with the admin code. The SGAC will hold their next meeting on April 9, 2024. Executive Director McSpadden thanked the Commissioners for their progress with filling vacant seats.

The HSH Equity office is hard at work administering the Affirming Trans Access to Housing training. The training was extended through June 2024. Three additional sessions for HSH staff available. The racial equity training module is now on the SF learning online portal and 82% of HSH staff have completed all three existing modules. Section four is now under development.

Finally, HSH is hiring. Please refer to the citywide DRH website to view available positions.

## **PUBLIC COMMENT**

**H. Braun**-Thanked Executive Director McSpadden for her wonderful job and believes we can use two sites on Treasure Island and California Golf Courses to house the homeless.

**Tina**-asked that HSH staff read all the information on clients in the system so that they can receive the correct assistance.

**A public member**-is concerned that money from Prop C is being used for shelter and not PSH.

**Francis La Costa**-asked for wrap around services to focus on people who are mentally challenged.

**Jessica Middleton**-Thanked the Executive Director for providing updates on Hope House landlords. Jessica has two tenants that have not relocated and HSH and Felton are not assisting to initiate eviction.

### **COMMISSIONER’S COMMENTS ON THE DIRECTOR’S REPORT**

**Vice Chair Dufty** is proud of Executive Director McSpadden and her staff and all the work that they are doing. Vice Chair Dufty wanted to remember and applaud Mother Brown for all the critical work that she did in the Bay View Community.

**Commissioner Evans**-asked the Executive Director to clarify that there are six-remaining people in Hope House and what type of assistance HSH is offering these residents. The Commissioner wanted to confirm that staff are doing all they can to get these clients PSH. The Commissioner mentioned HomeRise and the vacancy rate and understands that the vacancy rate contributed to the financial issues of HomeRise. The Commissioner would like to understand what happened with this provider so that it does not with other providers.

### **11. CONSENT CALENDAR ITEMS 1, 2, 5, 7, 8, & 9.**

#### **PUBLIC COMMENT**

No public comment

On motion to approve consent calendar items 1, 2, 5, 7, 8, and 9

AYES-Butler

Dufty

Albright

Aslanian-Williams

Evans

Absent:

Aslanian-Williams

Guererro

Laguana

Action: April 2, 2024, Consent Calendar Adopted.

**Commissioner Evans asked to have Consent Calendar Items 3, 4, & 6 removed from the calendar and heard as separate items.**

#### **REGULAR CALENDAR**

Item 11.3.

Requesting a modification to the existing agreement with Compass Family Services for Flexible Housing Subsidy Pool, for the period of October 1, 2022 to June 30, 2026 in an additional amount of \$26,051,769, plus a \$3,099,828 contingency for a revised amount of \$29,151,597.

**PUBLIC COMMENT**

**Tina** stated that when her daughter was at Compass, she did not receive the services that she needed.

**A public member**-Said that they are hoping the Commission approves Compass and that Compass helps many people.

On motion to approve agenda item 11.3

AYES-Butler

Dufty

Albright

Aslanian-Williams

Evans

Absent:

Aslanian-Williams

Guererro

Laguana

Action: Item 11.3 Adopted.

**ITEM 11.4**

Requesting a modification to the existing agreement with Compass Family Services for Family Housing Ladder, for the period of October 1, 2022 to June 30, 2026 in an additional amount of \$11,900,685, plus a \$1,204,300 contingency for a revised amount of \$13,104,997.

**PUBLIC COMMENT**

**A public member**-believes that budget cuts are going to be catastrophic and does not want to see the budget cuts taken out on the unhoused.

**Tine**-asked how the community can get HSH program information.

On motion to approve agenda item 11.4

AYES-Butler

Dufty

Albright

Aslanian-Williams

Evans

Absent:



Aslanian-Williams  
Guererro  
Laguana

Action: Item 11.4 Adopted.

ITEM 11.6

Requesting a modification to the existing CONARD HOUSE INC - McAllister Hotel agreement with Conard House for the McAllister Hotel, for the period of January 1, 2021 to June 30, 2026 in an additional amount of \$4,491,018, plus a 20% contingency for a revised amount of not to exceed \$12,815,916.

**PUBLIC COMMENT**

**A public member** stated that homelessness can lead to mental health problems and mental health problems can lead to drugs. The public member asked to please stop punishing the unhoused.

On motion to approve agenda item 11.6

AYES-Butler  
Dufty  
Albright  
Aslanian-Williams  
Evans

Absent:  
Aslanian-Williams  
Guererro  
Laguana

Action: Item 11.6 Adopted.

ITEM 12A

Requesting review and approval to enter into a new grant agreement with Compass Family Services for SF HOME Rapid Rehousing program, for the period of July 1, 2024 to June 30, 2027, in the amount of \$9,126,274.00, which includes a 20% contingency. (HSH Manger of Scattered Site Housing Program, Cricket Miller will present this item).

**PUBLIC COMMENT**

**Tina**-asked to see the program focused more on how people can afford to stay housed after the two years is over.

**Hope Kamer**-is asking for all \$25M from Prop C.

**Miguel Carrera**-would like to see all the prop C money going to the families.

**Monica Steptoe**-asked for the full \$25M. The families really need the full amount stated in Prop C.

On motion to approve agenda item 12A

AYES-Butler

Dufty

Albright

Aslanian-Williams

Evans

Absent:

Aslanian-Williams

Guererro

Laguana

Action: Item 12.A Adopted.

**ITEM 12B**

Requesting review and approval to enter into a new grant agreement with Cardea Health for Enhanced Services in Permanent Supportive Housing (PSH Pilot) for the period of May 1, 2024 to December 31, 2025. in the amount of \$ \$3,504,000, which includes a 20% contingency. (HSH Manger of Supportive Housing Programs, Elizabeth Hewston will present this item).

**PUBLIC COMMENT**

No public comment

On motion to approve agenda item 12B

AYES-Butler

Dufty

Albright

Aslanian-Williams

Evans

Absent:

Aslanian-Williams

Guererro

Laguana

Action: Item 12B Adopted.

**14. NOMINATION REPORT.**

The Nomination Committee met on March 28, 2024, and is recommending Margaret McNulty to seat 11 of the Local Homeless Coordinating Board (LHCB).

**PUBLIC COMMENT**

No public comment

On motion to approve Margaret McNulty to seat 11 of the LHCB.

AYES-Butler

Dufty

Albright

Aslanian-Williams

Evans

Absent:

Aslanian-Williams

Guererro

Laguana

Action: Margaret McNulty was nominated to seat 11 of the LHCB.

Margaret McNulty introduced themselves to the Commission and gave a brief background of her experience with homelessness.

The HOC meeting ended after agenda item 14. was called, because of the three Commissioner absences and Commissioner Albright left the meeting early leaving the HOC meeting without a quorum.

**ADJOURN**

**The Chair adjourned the meeting at 11:50 AM**

**Respectfully submitted,**

**Bridget Badasow**

**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](mailto: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](mailto: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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