



**EMBARCADERO SAFE NAVIGATION CENTER ADVISORY GROUP
(ESNCAG)
MEETING NOTES**

Wednesday, January 22, 2020

Port of San Francisco

South Beach Harbor Community Room – The Embarcadero @ King Street

5:30 pm

Embarcadero SAFE Navigation Center Advisory Group (ESNCAG) Members Present:

Sue Bushnell, Neighbor
 Emily Cohen, Mayor's Office
 Sergeant Davin Cole, SFPD
 Rick Dickerson, Maynard Rich Management
 Marc Dragun, The Brannan Homeowners Association
 Captain Tim Falvey, San Francisco Police Department (SFPD)
 Patricia Fox, Bayside Village
 Steve Good, Executive Director of Five Keys
 Mahesh Khatwani, The Watermark Homeowners Association
 Toby Levine, Central Waterfront Advisory Group
 Katy Liddell, The Portside Homeowners Association
 Courtney McDonald, Office of Supervisor Matt Haney
 Guillermo Perez, San Francisco Public Works
 Joe Reilly, Port of San Francisco
 Andrew Robinson, East Cut Community Benefit District
 Alice Rogers, South Beach/Rincon/Mission Bay Neighborhood Association
 Scott Walton, Department of Homelessness and Supportive Housing (HSH)
 Abigail Stewart-Kahn, Department of Homelessness and Supportive Housing (HSH)

Additional City Representatives Present:

SFPD Officer Boccio
 SFPD Officer Glynn
 SFPD Officer Fernandez
 SFPD Officer St. Clair

ESNCAG Members Absent:

Art Aguilar, Google

Download the accompanying meeting PowerPoint here:

https://sfport.com/sites/default/files/Planning/Jan2020_ESNCAG_Presentation.pdf

1. Welcome, Meeting Objectives, and Updates

Rick Dickerson (ESNCAG Chair) and Alice Rogers (Vice Chair) welcomed everyone and reviewed the meeting objectives and public participation opportunities. Advisory Group members not present at previous meetings introduced themselves.

- Emily Reid (Controller's Office) provided an overview of the December meeting, and feedback on the meeting content, structure, and format shared at the December meeting was addressed and welcomed for this meeting.
- Courtney McDonald (Supervisor Haney's Office) provided updates from a recent Fix-It Walk through the area around the Navigation Center as well as the District 6 Community Meeting held on December 16, during which Supervisor Haney's Office and Public Works fielded community members' concerns about the Catacombs and Dog Park. Key updates shared included:
 - Caltrans has begun trash pickup and brought in goats to help with landscape improvements at the Dog Park.
 - Regarding the Catacombs, Public Works has committed to a budget request to fund the construction of a new fence for the area that cannot be cut. Public Works also plans to collaborate with Caltrans on this as the north side of the area for the proposed fence is on state property,
 - If you have a request/complaint related to the Dog Park or Catacombs area, please contact Courtney at Courtney.mcdonald@sfgov.org.
 - Regarding the Fix-It Walk, Courtney will provide a spreadsheet at the next meeting with all of the issues identified and what next steps are being taken for each. The group will use this information to monitor outcomes from the Fix-It Walk and discuss follow-up.
- Scott Walton (HSH) gave a recap of the Navigation Center Tour ESNCAG was invited to join on December 17. About 40 residents attended and had an opportunity to walk through the entire facility, including common spaces, kitchen spaces, restrooms, the courtyard, and sleeping quarters.

2. Navigation Center Updates and Community Q&A

Abigail Stewart-Kahn and Scott Walton (HSH) alongside Steve Good (Five Keys) shared updates on outreach efforts and internal operations during the Navigation Center's first few weeks after its opening in late December. In addition, Captain Tim Falvey, Sergeant Davin Cole, and the four Safety Zone beat officers presented on safety updates. This was then followed by a final set of updates from Guillermo Perez (Public Works). See below for what these updates entailed along with the Q&A.

Navigation Center Outreach Updates and Questions with Responses from HSH

Updates: As of January 22, outreach for the Navigation Center has been exclusively in the Outreach Zone. The Homeless Outreach Team (SFHOT) has also doubled staffing to strengthen efforts. SFHOT is scheduled to expand outreach beyond this area towards the end of the month while continuing to prioritize 311 reports of unsheltered individuals. Abigail Stewart-Kahn shared the following data with ESNCAG:

- SFHOT conducted 189 engagements from December 30 (opening date) to January 19
- 136 individuals accepted some sort of service offered by SFHOT
- 53 individuals declined services
- As of January 21, 65 individuals were placed in the Embarcadero SAFE Navigation Center

- As of January 21, there are 54 active residents at the Navigation Center

HSH also reminded the group that if residents are concerned about unsheltered individuals, they should report it to 311, providing as much info as they can in order to help better inform the City's issue tracking efforts. Helpful information includes location the individual is often found, how they are dressed, name (if known) whether neighbors have talked with them, whether they are interested in services, any other information available.

Question: Where can I find a map of the Outreach Zone?

Response: A map of the Outreach Zone can be found in the [Safety Plan document](#). A map of the Outreach and Safety Zones will also be incorporated into the ESNCAG website for easy viewing and sharing.

Question: Will outreach be conducted in the area under the bridge? And on the hill?

Response: Yes. If it's within the Outreach Zone, SFHOT is doing outreach there.

Question: Is there a plan to help those declining service?

Response: This is difficult work since SFHOT-offered services are all voluntary. No individual is forced to accept them. However, SFHOT, in partnership with the Department of Public Health (DPH), will continue to re-engage with people who decline services with the goal of building enough engagement, trust and rapport so that unsheltered individuals are ready to accept services.

Navigation Center Operational Updates Questions with responses from Five Keys and HSH

Updates: As of January 22, the Navigation Center is still ramping up to fill the first 130 beds before it expands in March to open another 35 beds. A DPH-operated clinic has opened on the Navigation Center site, and Five Keys is working to get staff to manage benefits programs that will help guests access CalFresh, cash assistance, employment services, and other assistance programs. Five Keys' staff is also walking the perimeter of the site every 30 minutes to monitor the Navigation Center's surroundings.

Steve Good (Five Keys) shared the following phone number: (415) 265-9827; for community members to report concerns about issues on the Navigation Center site or on its immediate perimeter. This number does NOT replace 311. If you see an issue anywhere outside of the Navigation Center's immediate surroundings, the city still requests that you report it to 311 so that departments can track complaints.

Finally, Steve Good shared that Five Keys is accepting donations for the Embarcadero SAFE Navigation Center site. Their most important needs right now are socks and toiletries. The site is also in need of dog treats and underwear. The City and Five Keys are grateful for all the offers of support and volunteering. As Five Keys builds its programming on site, updates on volunteer opportunities will be coming soon.

Question: What is the staff-to-guest ratio?

Response: There's a 1:40 ratio of care managers and site managers to guests and a 4:6 ratio of security, custodial staff, and outside cleaning staff to guests.

Question: Should encampment concerns be reported to 311?

Response: Keep reporting encampments to 311 as the City and SFHOT use 311 requests to inform operations. The best thing you can do to report an encampment is to *call* 311 and let them know you're in the Outreach Zone as well as any other details you can share.

Question: The lights on the side of the Navigation Center site bordered by Beale St. aren't on right now.

Response: During the meeting, City staff followed up in real time, it was confirmed that a sub-contracted electrician will report to the site January 23 to remedy the lighting issue.

Question: What goes on inside the Center? What keeps people inside safe?

Response: Inside the Navigation Center during the day, many guests are usually asleep or at work as the work to restore having lived unsheltered. Upon intake, a guest's possessions are inspected and may be stored in a locker. Five Keys staff then go over the site rules, good neighbor policy and services offered. As with all Navigation Centers, a harm reduction model is employed. Five Keys staff are present in the dormitories 24/7.

Question: What are SFHOT's operating hours?

Response: 7am to 10pm Monday through Friday, with fewer hours on weekends City wide. SFHOT staff have been focused in the Outreach Zone on weekends even with limited staffing during the ramp up.

Question: Are there any aesthetic updates planned for the site?

Response: During the Navigation Center's planning phase, City departments worked with community members to develop the current design of the site. There are no planned changes given that this is still only a temporary site.

Question: Are there any available stats on Navigation Center guests?

Response: HSH will present data on intakes, exits, and other details in upcoming meetings after the Navigation Center has been open for a longer period of time.

Question: What is being done to help guests with addiction?

Response: From SFHOT's initial engagement with an unsheltered individual and throughout their stay at the Navigation Center, they are informed and encouraged to take advantage of varied substance treatment approaches including treatment beds in other locations, AA and NA groups on site and ongoing work with their onsite care managers. The Navigation Center uses a harm reduction approach as part of a holistic approach to getting individuals access to whatever substance abuse intervention may be necessary for them.

Question: How is interpersonal conflict between Navigation Center guests handled?

Response: Five Keys' staff is trained in de-escalation and conflict management. If necessary, individuals who may need to be separated from each other can be placed in two different dormitories. To date, no incidences of violence among guests have occurred.

Navigation Center SFPD Updates and Questions with responses from SFPD

Updates: On December 20—ten days before the site's opening date—four officers were deployed to work the Safety Zone beat per the MOU agreement established before the Navigation Center's construction.

One of the beat officers outlined their daily routine. Officers begin their shifts by driving a few laps around the Safety Zone perimeter, then they park at the Navigation Center lot and walk through the Safety Zone. Officers also conduct outreach to unsheltered individuals they come across.

The four beat officers are also collaborating with the Healthy Streets Operations Center and two full-time SF Port police officers. The City will be monitoring 311 requests in the area as well. Furthermore, officers will be visiting local businesses to introduce themselves and coordinate operations.

Question: Will SFPD monitor the Catacombs area?

Response: SFPD recognizes that the long-term solution to community concerns about the Catacombs is proper fencing, and that spending more resources on non-solutions is inefficient.

Question: Have the beat officers met with any Homeowners' Associations (HOAs) yet?

Response: Officers have started meeting with local HOAs and will continue attending meetings and engaging with those that it hasn't gotten to yet.

Question: How is SFPD responding to unsheltered individuals who are bussed into the City?

Response: SFPD meets individuals upon arrivals and does intake/referral to services.

Navigation Center Public Works Updates and Questions with responses from Public Works

Updates: Public Works representative Guillermo Perez shared with the group that the department is focused on maintaining clean, clear, safe streets and sidewalks around the Navigation Center site. Public Works would like for any sidewalk/street cleanliness and/or maintenance issues (e.g., litter, pavement cracks and holes, fallen tree limbs) to be reported to 311.

There were no community questions for Public Works following this presentation

3. SFPD Data Update and Q&A - see slide 14 in [the PowerPoint](#)

Captain Falvey reported out the most recent police incident data and discussed trends in the data. Find the data report [here](#).

4. Advisory Group Short-Term Planning - See slides 16-17 in [the PowerPoint](#)

Emily Reid (Controller's Office) had ESNCAG take a step back to briefly examine its long-term roadmap, a visual designed by the Controller's Office team to display all the major phases within the Navigation Center's operational lifespan. This visual is intended to frame ESNCAG's thinking in regard to short-term planning now that the Navigation Center has begun operation and is ramping up to a scheduled 130-bed capacity.

After reviewing the long-term roadmap, ESNCAG then looked at a more detailed breakdown of the second phase that it's entering, broken out by meeting, and in parallel with concurrent anticipated community updates and anticipated ESNCAG activities that the Controller's Office team had compiled based on feedback from previous meetings. ESNCAG then engaged in a large-group discussion of what they'd like to see at the upcoming meetings.

During this discussion, ESNCAG expressed a desire to incorporate Navigation Center guest success stories and details about volunteer opportunities into the March meeting agenda. Furthermore, there was a desire to use data to give ESNCAG and the neighborhood residents a clearer picture of what different trajectories towards housing guests at the Navigation Center are on.

5. Meeting Evaluation & Close

Rick Dickerson (ESNCAG chair) closed the meeting and requested feedback from Advisory Group members and the public on the meeting format. All feedback will be shared and addressed at the January meeting.

*Please note that times are approximate and agenda items may be taken out of order.

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