



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

Wednesday, October 23, 2019

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:

Rachel Alonso, San Francisco Public Works
 Sue Bushnell, Neighbor
 Emily Cohen, Mayor's Office
 Rick Dickerson, Maynard Rich Management
 Mark Dragun, The Brannan Homeowners Association
 Mahesh Khatwani, The Watermark Homeowners Association
 Katy Liddell, The Portside Homeowners Association
 Sergeant Angelique Marin, San Francisco Police Department (SFPD)
 Courtney McDonald, Office of Supervisor Matt Haney
 Sergeant Joe Mendiola, San Francisco Police Department (SFPD)
 Andrew Robinson, East Cut Community Benefit District
 Alice Rogers, South Beach/Rincon/Mission Bay Neighborhood Association

Additional City Representatives Present:

Randy Quezada, Port of San Francisco
 Scott Walton, Department of Homelessness and Supportive Housing (HSH)

ESNCAG Members Absent:

Stephen Bonner, Neighbor
 Sergeant Davin Cole, San Francisco Police Department (SFPD)
 Patricia Fox, Bayside Village
 Captain Laura Knight, San Francisco Police Department (SFPD)
 Toby Levine, Central Waterfront Advisory Group
 Joe Reilly, Port of San Francisco
 Art Aguilar, Google

Download the accompanying meeting PowerPoint here: <https://sfport.com/meeting/embarcadero-safe-navigation-center-advisory-group-october-23-2019-supporting-documents>

1. Welcome and Meeting Objectives

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

- Emily Lisker (Controller's Office) provided an overview of the September meeting, reviewing the group's trajectory and goals to solidify a purpose statement that will guide this group going forward. Feedback on the meeting content, structure, and format shared at the September meeting was addressed and welcomed for this meeting. Emily Lisker reviewed the updated ground rules, which the group agreed to.

2. Hello from the Port Executive Director

Elaine Forbes (Port of San Francisco) welcomed all attendees to this group and thanked all members for their work to ensure this is a successful project.

3. Department Updates and Q&A - see slides 5-30 in [the PowerPoint](#)

Departmental representatives presented community updates, and after each speaker, Advisory Group members and members of the public were invited to ask questions for City representatives and other Advisory Group members to answer.

- Rachel Alonso (Department of Public Works) shared the schedule, sequencing, and other construction updates from the site. Allowable work hours from the site are 7:00am to 8:00pm, and Public Works has continued to work with the contractor on dust control and lighting. Rachel updated the group on some upcoming PG&E work in the area and provided photo updates of the site. All details are described on slides 5-16 [in the PowerPoint](#).
- Scott Walton (Department of Homelessness and Supportive Housing) updated the group and shared that Tanya Ellis, HSH's Advisory Group member is leaving her position with the department and Abigail Stewart-Kahn will serve as HSH's representative going forward. The community and Advisory Group members should continue to email ESNCAG@sfgov.org with questions, concerns, and ideas, and the Controller's Office will coordinate with City department representatives for response. Scott also shared that HSH has issued a tentative award letter to Five Keys (the same provider who runs the Bayshore Navigation Center) and they are working to develop the contract. Scott directed the group to forward all questions about the Navigation Center going forward to Abigail. In addition, Scott answered several questions about the Navigation Center operations (see below, in Q&A for more information). The Department hopes to have the Provider on board to present at the November meeting.
- Sgt. Angelique Marin and Sgt. Joe Mendiola (San Francisco Police Department, Healthy Streets Operations Center) spoke about the ongoing efforts of HSOC Citywide, and their support of this neighborhood. The group discussed the updated police incident data, which shows a decrease in incidents over the last four months. The group also discussed several other topics related to the upcoming footbeat officers and the area known as the 'catacombs' (see below, in Q&A for more information).

ESNCAG Questions and Comments with departmental responses:

Question: When do we expect the exterior fencing to go up?

Response: This is still under discussion, but the installation of the corrugated panels and gates is currently scheduled for 11/8-12/2.

Question: What type of fencing?

Response: See photo below.



Question: Will the fencing include lights?

Response: Yes, on the Beale Street side, as planned.

Question: Is the original presentation given at the Port and Delancey Street several months ago with the original renderings and plans available online?

Response: Yes, the presentations are available at the bottom of this page:
<http://hsh.sfgov.org/services/emergencyshester/safe-navigation-centers/>

Question: What does a typical day at a Navigation Center look like?

Response: While there is no “typical day” (because Navigation Centers offer many services for guests with different needs), there are a lot of services and activities available to guests. The Navigation Center will be open 24/7 to allow guests to come and go when they need to, and there are flexible meal times for guests to eat meals when they choose to. Guests check-in and check-out with staff when they leave and return, and staff use these check-ins/outs to remind guests of appointments. Storage is available for guests on site, and there is an interior courtyard and indoor community space for guests to relax while on site. The dorms are more quiet areas to ensure there is quiet space for guests to sleep. Navigation Centers also have benefits enrollment staff on site to help guests apply for public benefits, or ensure they stay eligible, as well as an on-site health clinic. Also, the Downtown Streets Team, a subcontractor to the Navigation Center provider, will be recruiting guests to work with the Downtown Street Team to do neighborhood clean-up.

Each Navigation Centers programming is somewhat different based on the provider and site. In addition to connections to medical, behavioral health and housing navigation services, the Bayshore Navigation Center, as an example, offers social, artistic, and professional programs for guests with the goal of augmenting their ability to connect to services. The wide variety of programs can range from getting guests computers on which they can create resumes to classes teaching guests ways to take care of their pets.

Question: Will there be on-site transportation for guests?

Response: The provider offers public transit tokens for guests. There is an inter-shelter shuttle system that the Department (HSH) is hoping to expand to Navigations Center soon.

Question: Will the Downtown Streets Team be supervised?

Response: Yes, each team working with the Downtown Streets Team has a supervisor to ensure that all staff are getting real work experience.

Question: Where will the Downtown Streets Team be working? Could they include the area around 5th and Bryant and the Bryant Hill?

Response: The cleaning area has not been set yet. It will definitely include the area directly around the Navigation Center, but the full area has not been decided. The Downtown Streets Team, a subcontractor to the Navigation Center provider, will begin their cleaning operation approximately one month after the site is occupied as they need to conduct recruitment of guests at the Navigation Center. Community members are welcome to provide input to build the list of areas Downtown Streets will focus on and HSH will be able to provide an update on the areas to be targeted in the first month of operations. In the meantime, community members should continue to leverage 3-1-1 for clean up needs on the streets and sidewalks to access Public Works.

Question: How will all the Navigation Center programs be staffed?

Response: In addition to the non-profit staff contracted by HSH, the programs within the Navigation Center are staffed by several departments. For instance, the eligibility workers that help guests enroll in public benefits are Human Services Agency (HSA) staff. Staff of the clinic will be Department of Public Health (DPH) employees. HSH has worked with these departments before, for other Navigation Centers, and has given these departments advanced notice of this upcoming need so that they can plan accordingly and have adequate staff.

Question: What if someone on the street can't take care of themselves? What if someone is unwilling or unable to enter the Navigation Center?

Response: Guests at Navigation Centers must be able to self-care (eat, bathe, dress, etc.). If a guest can't perform self-care, Navigation Center staff work with DPH to find a more appropriate solution (e.g., there are other housing options from DPH for those with more medical issues). There is not a single place that guests are sent, rather, HSH and DPH works to find the best fit for their needs.

If an individual is unwilling or unable to enter the Navigation Center, the Homeless Outreach Team (HOT team) works to try to find the best fit for each individual. The HOT team will re-engage individuals on the street, even after they've refused services, to continually offer services and try to find a good fit for them.

If a guest exhibits threatening or otherwise disruptive behavior, guests may be denied service at the Navigation Center, while HSH with their partners including SFPD and DPH to figure out a better intervention.

Question: What determines eligibility to enter a Navigation Center?

Response: Guests are brought to Navigation Centers via two main sources:

- An individual is assessed through the Coordinated Entry System which indicates that they are priority status for Permanent Supportive Housing, or
- HOT engages an individual and places them in a Navigation Center as a way to support the individual to move off of the street and disrupt a cycle the cycle of homelessness.
- Anyone coming to a Navigation Center must meet the San Francisco definition of a homeless adult.

Navigation Centers focus on getting individuals connected to the best resources possible, with the ultimate goal of getting people into stable housing. The intake considers the guest's situation and identifies the best type of housing and health intervention to address their needs. The Navigation Center model in place is designed to provide lower barriers to entry so that guests build trust and come inside and can begin their journey to ending their homelessness. Lower barrier shelters and Navigation Centers are now best practice nationally.

Question: When will the first clients enter the Navigation Center?

Response: This is still tentative. Construction is planned to finish early to mid-December, and after construction, the provider needs a minimum of two weeks to prepare the site. Placements into the Navigation Center could happen as early as late December.

Question: There were two recent fires in the Catacombs, what's being done to address this area and the risks? These fires are very close to our homes.

Response: Issues around the Catacombs have been discussed before in these meetings, and we know this is of utmost importance for this group. Given that, the Advisory Group proposes that we have staff from the relevant jurisdictions (Caltrans/CHP, Public Works) come into this Advisory Group meeting for a discussion on long-term planning. This will enable community members to directly give feedback to the operational staff working on this issue.

Question: Are car break-ins included in the Larceny Theft category in the Police Incident report?

Response: Yes, larceny theft includes theft from vehicles.

Question: When do the footbeat officers start work around the Navigation Center?

Response: The current plan is that they will start on the program start date (meaning when the Navigation Center opens).

Question: Could the beat officers begin earlier? Even a few days or a week could be very helpful to ensure that the footbeat officers get to know the neighborhood, the businesses, the other security agencies, etc.

Response: Footbeat officers may be able to start up to two weeks prior to the Navigation Center's opening.

Question: Why are the foot patrols 10 hours a day when the Navigation Center is open 24 hours a day?

Response from City Departments: Beat officers were put in place in response to community concerns, not because of Navigation Center guests. In fact, no other Navigation Center has beat officers, and other neighborhoods with Navigation Centers have not seen a rise in crime after the center opened. For more information, see this report: <http://hsh.sfgov.org/wp-content/uploads/Navigation-Center-Neighborhood-Impacts-Final-Report.pdf>

Response from Advisory Group: This group initially asked for 24/7 footbeat officers, but that is incredibly resource-intensive. For perspective, this 10-hour shift we've gotten will cost over \$500,000 a year. This was a compromise between the community and the City.

Question: Are building security and private security patrols in contact with SFPD?

Response: Yes, beat officers are almost always in close collaboration with private security within their designated area. However, no matter this relationship, if there is an emergency, 9-1-1 is the most important number for the public and security. That will most quickly route officers to the scene.

Question: Can you speak to the response times for 3-1-1 and 9-1-1?

Response: We had an extensive conversation about this at a previous meeting. What's most important is understanding what type of issue goes to each number:

- Please call 3-1-1 for reporting homeless concerns and encampments (calling is preferred, as the dispatcher can route your concern appropriately). When the Navigation Center opens, the City

will have a special queue for 3-1-1 calls related to this site that will be reviewed and dispatched via HSOC (Healthy Streets Operations Center, the multi-agency body that provides unified and coordinated city services and responses to unsheltered persons experiencing homelessness).

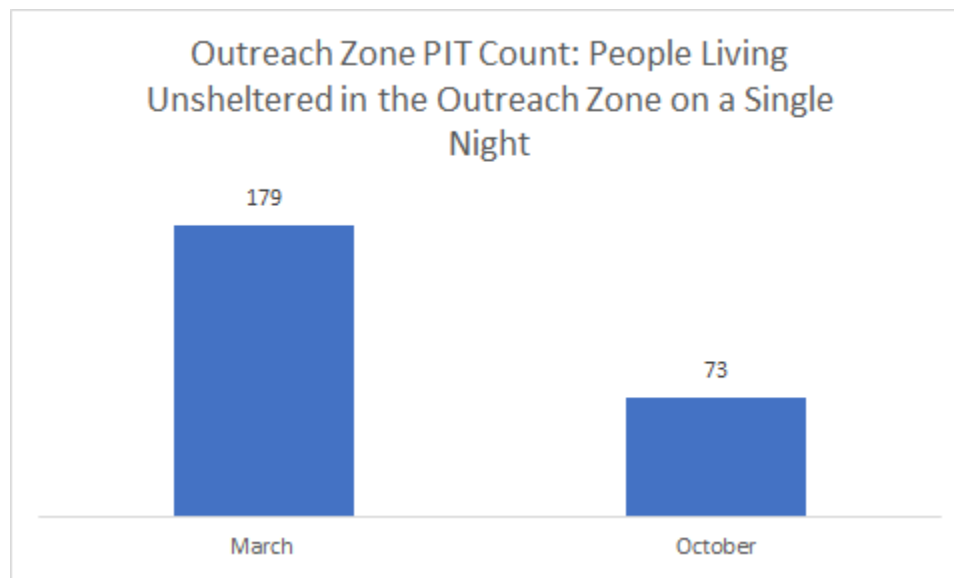
- Call 9-1-1 in the case of life-threatening emergencies or crimes in progress.
- Call 415-553-0123 for the non-emergency dispatch in situations that require the police, but do not require an immediate response, such as loitering, wellness checks, and noise complaints.
- If you're unsure how to report a non-emergency situation, please use 3-1-1.

Question: Is it preferred that HOT (Homeless Outreach Team)-related calls go through 3-1-1?

Response: Yes, please call 3-1-1 for data tracking and outreach purposes. HOT works in partnership with other departments like the Department of Public Health and EMS-6 (a San Francisco Fire Department and HSH partnership), who also do daily outreach and provide services for this population. Calls routed through 3-1-1 to HSOC could be responded to more quickly and appropriately than just calling HOT directly. HOT is also not staffed for 24-hour service so call 3-1-1, 9-1-1 for emergencies and police non-emergency is the recommended approach.

Question: For future Point-In-Time (PIT) count of unsheltered people reports within the Navigation Center's Outreach Zone, can we have previous data included to be able to track changes over time?

Response: Yes, the City will show the trends over-time for the quarterly unsheltered person counts conducted in the Navigation Center's Outreach Zone going forward.



(Note these counts are distinct from the citywide PIT of all persons experiencing homelessness required by the US Department of Housing and Urban Development every other January).

Question: Do we know how many of the 73 individuals counted in the October PIT count in the Navigation Center's Outreach Zone are in the City's Coordinated Entry System?

Response: We do not know that information as the counts are visual counts rather than talking to individuals. Separately, we understand the East Cut Community Benefit District (CBD) also conducts daily, morning counts in the East Cut. They would like to work with HSH on trying to get individuals connected into the Coordinated Entry System and HSH looks forward to that partnership.

Question: Are the Navigation Center meals prepared offsite and brought to the center?

Response: Yes, all meals are provided by Meals on Wheels through a contract with HSH. Meals are prepared offsite and are frozen and stored at each Navigation Center to be reheated when needed. Meals on Wheels delivers approximately 2-4 times per week depending on need. Fresh fruit and juice is also delivered and the provider sets up coffee and tea.

4. ESNACAG Purpose Statement

Working off the brainstorming and feedback from previous meetings, Bryan Okelo (Controller's Office) shared the drafted Purpose statement:

The purpose of the Embarcadero SAFE Navigation Center Advisory Group (ENSCAG) is to facilitate inclusive **communication & collaboration** among Advisory Group members, City departments, and the public in order to promote the **safety and quality of life** of everyone in the neighborhood. ESNACAG will do this through:

- **Delivering information and data** from the City and other stakeholders to the Advisory Group and the public,
- **Being responsive** to the community's concerns and creating a space for concerns to be voiced and discussed, and
- **Using a problem-solving approach** to address concerns and support the operations of the Embarcadero SAFE Navigation Center.

Response: After being presented with this, the Advisory Group agreed that this purpose statement summarized what they desired ESNACAG's purpose to be. The Advisory Group and the public had a discussion around the second point about being responsive. Community members voiced concern that this group could be responsive, as this project was approved after many in the community voiced concern.

Members discussed how this group has already been responsive to community needs and has been able to push for changes (like the addition of footbeat officers, additional lighting, and other suggestions). By continuing this work, this group aims to bring together the community and the organizations and staff that are implementing changes. This collaboration will be the best way to work towards ensuring the new Navigation Center is effective and reduce any negative impact on the residents and neighbors.

In addition, members also discussed whether accountability should be highlighted in the purpose statement. The Advisory Group confirmed that accountability will lie with the Port Commission, and that this group is intended to advise the Commission as defined by the agreed-upon purpose.

Finally, Advisory Group members noted they would like to see information distributed to the community about their efforts, including the possibility of a quarterly newsletter summarizing updates about the Navigation Center and the ESNACAG activities. Members reminded the Advisory Group that one of their responsibilities as members is to distribute meeting notes and be engaged in the neighborhood to understand the community's concerns.

5. Introduction to ESNACAG Drafted Roadmap

Because of time constraints, this agenda item was pushed to the following meeting.

6. Advisory Group Planning - see slides 34-35 in [the PowerPoint](#)

Bryan Okelo (Controller's Office) shared several tentative agenda topics for the next two meetings based on the upcoming City updates and plans as well as community concerns and interests shared to date. He solicited input from the Advisory Group members and the public to refine the planned agenda topics. The Advisory Group requested that operational staff from Public Works join the November or December meeting to discuss the area known as the catacombs, and raised several topics for the Navigation Center operator to address at the November meeting including: their experience operating the Bayshore Navigation Center, describing a typical day for guests, and share opportunities for neighbors to get involved. The Advisory Group also asked that the Navigation Center operator have a standing item on the agenda to provide operational updates.

7. 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 November meeting.

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

EMAIL NOTICE OF ADVISORY GROUP MEETINGS – If you would like to receive e-mail notification of advisory group meetings and receive agendas and meeting notes, sign up here: <https://sfport.com/community>
For other inquiries, contact ESNCAG@sfgov.org or (415)554-7514. Thank you.

Language Access

English:

At the Port of San Francisco, it is our policy to provide free language assistance to Limited English Speaking (LEP) individuals upon request. We are committed to ensuring that persons with limited English proficiency are given equal access to the Port's services, programs, public land and facilities.

For questions or assistance with language access related matters please contact:

- Port of San Francisco Language Access Liaison:
 - Matthias Giezendanner, Business Services Supervisor
 - Email: Matthias.Giezendanner@sfport.com
 - Telephone: (415) 274-0471

Spanish:

Nuestra política en el Puerto de San Francisco está centrada en proveer asistencia gratuita a las personas de dominio limitado del idioma inglés (LEP, *siglas en inglés*) que la pidan. Estamos comprometidos a asegurar que las personas de dominio limitado del idioma inglés tengan el mismo acceso a servicios, programas, instalaciones y terrenos públicos del Puerto.

Si tiene preguntas o si necesita ayuda con asuntos relacionados con el acceso a idioma por favor, póngase en contacto con:

Agente de Acceso a Idiomas del Puerto de San Francisco

Matthias Giezendanner, Supervisor de Servicios Empresariales

Correo electrónico: Matthias.Giezendanner@sfport.com

Teléfono: (415) 274-0471

Chinese:

三藩市港務局 (Port of San Francisco) 當局的政策規定, 須應請求向英語能力有限 (LEP) 人士提供免費的語言協助。 本局致力於確保英語能力有限人士能平等使用港務局 (Port) 的各項服務、計劃、公眾用地及設施。

如有疑問或需要提供語言服務相關事宜的協助, 請聯絡:

- 三藩市港務局語言服務聯絡員:
 - Matthias Giezendanner, 商務主管
 - 電郵: Matthias.Giezendanner@sfport.com

Filipino:

Sa Port ng San Francisco, patakanan naming magbigay ng libreng tulong sa wika sa mga taong Limitado ang Pagsasalita sa Ingles (Limited English Proficient- LEP). May pananagutan kaming siguraduhin na lahat nakukuha rin ang mga tao na limitado ang pagsasalita sa Ingles ng mga kaparehong serbisyo, programa, pampublikong lupa at pasilidad ng Port na kagaya ng iba.

Para sa mga katanugan o sa tulong sa mga bagay na kaugnay sa pag-access sa wika puwedeng kontakin si:

- Port of San Francisco Language Access Liaison:
 - Matthias Giezendanner, Business Services Supervisor
 - Email: Matthias.Giezendanner@sfport.com
 - Telepono: (415) 274-0471

ACCESSIBLE MEETING INFORMATION

Accessible meeting information policy: In order to assist the City's efforts to accommodate persons with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City to accommodate these individuals. A sign language interpreter and alternative format copies of meeting agendas and other materials can be provided upon request made at least 72 hours in advance of any scheduled meeting. Contact Wendy Proctor, Port's ADA Coordinator, at 274-0592. The Port's TTY number is (415) 274-0587.