

From: [REDACTED]
To: [CON, Embarcadero SAFE Navigation Center Advisory Group \(CON\)](#)
Subject: Re: Navigation Center Rules Follow Up
Date: Friday, September 20, 2019 11:32:45 AM

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Hi Emily,

Thank you so much for the detailed response. It's very helpful to see the thought process behind the design of the rules, and I understand the balance between the the desire to serve as many people as possible, and keeping everyone safe.

Unfortunately, I am again not able to attend next week's meeting, Can you please enter the following into public comments:

The sample rules shared for the Embarcadero Navigation Center at the last meeting stated that violent acts committed by residents would only lead to denial of service if committed with 200 feet of the facility. While I understand the desire to serve as many people as possible, this rule is grossly inadequate and even negligent when it comes to the safety of the more than 10,000 residents who live nearby.

DHS has confirmed that up to 40-50% of current homeless population is mentally ill or addicted to drugs, and that number is estimated to be 4000 in San Francisco. There is much evidence that these mentally ill or drug users are committing violent crimes. Examples include the Watermark attack by Austin Vincent, the attack and robbery of an elderly man at 200 Embarcadero by Ali Thompson, and recent episode of sexual assault near SF MOMA (<https://www.sfchronicle.com/bayarea/heatherknight/article/Another-SF-day-Another-assault-by-a-deranged-man-14454289.php>), all of which were committed by mentally impaired homeless people just in the **past month**. In addition, as we can all personally attest, every San Franciscan is routinely shouted at or accosted by deranged seeming homeless people.

In a report published in March 2019 (http://www.lapdpolicecom.lacity.org/031219/BPC_19-0073.pdf), LA Police Department stated that while violent crimes in the city increased only 2% from 2017 to 2018, **those committed by or against homeless individuals increased by 53%**. The most significant increases in crimes committed by homeless suspects were the following:

- Rapes: 73%
- Robberies: 64%
- Aggravated assaults: 56%

In an article published by Forbes (<https://www.forbes.com/sites/michaelshellenberger/2019/09/12/why-california-keeps-making-homelessness-worse/#430a1a7e5a61>), long time homeless experts and advocates are seeing unprecedented violence committed by the clients they serve. The Reverend Andy Bales of Mission Union Church, a long time homeless shelter operator said, *“We are seeing behaviors from our guests that I’ve never seen in 33 years. They are so bizarre and different that I don’t even feel right describing the behaviors. It’s extreme violence of an extreme sexual nature. I have been doing this for 33 years and never seen anything like it.”*

I don't believe SFPD makes available similar data about crimes committed by and against homeless people, however, there is no reason to think that our situation is dissimilar to LA. In fact, police incident reports does show that while violent crime is down citywide, It has increased 73% year over year in the "safety zone" immediately adjacent to the Navigation Center since it was announced.

Of course, the mentally ill and drug users also need help. But they should not be admitted to Navigation Centers where they will endanger residents and other homeless guests. Instead, they should be offered service at mental

health and drug treatment centers with stronger controls and more intensive services. Many people, from Willie Brown to DA candidate Leif Dautch, have suggested options for treating such individuals that don't require them to be concentrated in a densely populated residential district.

To concentrate so many potentially violent and deranged individual, with no curfew and no controls, in an area where so many residents, commuters and tourists walk around and congregate, is negligence. We all know that it is just be a matter of time before something horrific happens. I urge this working group and city officials adopt rules that prohibit mentally ill or drug addicts from being accepted to the Embarcadero Navigation Center.

Thank you,

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On Thursday, September 19, 2019, 05:30:10 PM PDT, CON, Embarcadero SAFE Navigation Center Advisory Group (CON) <ESNCAG@sfgov.org> wrote:

Hi ██████████,

I wanted to loop back around to you regarding your question/comment about the Navigation Center Sample Rules. We received an HSH response from Tanya:

The rules shared (also attached here) are the common rules that are a starting point. We have not finalized the rules for the Embarcadero site yet. This will happen prior to opening.

Rules that can result in a Denial of Service are part of the Shelter Grievance Policy. This policy is established by the Shelter Grievance Advisory Committee. That policy is attached. That group meets quarterly. I have attached the Shelter Grievance Policy but here are important points within the policy that relate to the comments and concerns raised. This policy explains the makeup of the Shelter Grievance Advisory Committee and how the Denial of Service, hearing and grievance arbitration policy works.

- o The Shelter Grievance Advisory Committee does not set the site rules but does oversee and can propose adjustments to the Shelter Grievance Policy.
- o The Shelter Grievance Policy states that a Denial of Service (DOS) from a shelter or navigation center program can only be issued if staff witnessed the guest breaking the rule.
- o Some rules result in an immediate DOS such as violence against other guests or clients. Some rules result in a non-immediate DOS or, the DOS usually follows a series of warnings.
 - Staff can only issue a DOS for rules broken within the property and, in the case of violence or threats of violence, the issue has to have been witnessed to occur within the program property or within 200 feet of the program entrance that is used by guests.
 - A DOS has a sanction period during which a person cannot return to the site that issued it. In the case of Navigation Centers and SAFE Navigation Centers, a person with a DOS from one site cannot self-report or refer to another

Navigation Center but one of the placement teams can refer them.

- Violence against other guests is a major concern but since guests are not in a program permanently, the sanction period for violence against another guest is generally time-limited.
- Violence against a staff person may receive a one-year or permanent sanction as the staff person may continue to work at the site into the future. Even a permanent DOS reviewed by the program provider after one year if the individual requests it.

HSH and our shelter and navigation center program providers must follow the Shelter Grievance Policy. If the providers or neighbors witness any criminal activity or have concerns about the health and/or welfare of someone on the streets, we encourage the use of 911 for emergencies and 311 for less urgent concerns. Neighbors and program providers use reporting, law enforcement and criminal justice systems, to address issues that are outside of their control. If there is a court-issued restraining order that HSH is made aware of, for a particular client that would prevent them from being referred to a particular program, HSH can take that into account when placement is being considered.

These policies allow clients to access other programs so they are not left unsheltered. We find this approach effective, because a DOS sends clients the message that what occurred was wrong.

If you want more information regarding the Shelter Grievance Policy, the advisory committee meetings are open to the public. Since this group meets quarterly, the next meeting is scheduled for 12/9/2019, 1:00 – 3:00 PM, San Francisco Main Public Library, Latino Room, 100 Larkin Street. This is the group to which you or others can request a change in the policy that would allow for a rule change.

I'm sure we'll also have time for any additional questions at our meeting next week.

Thanks [REDACTED]!

Best,

Emily Reid

Emily Reid Vontsolos (she, her, hers)

Performance Analyst, Office of the Controller