



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

*Wednesday, September 25, 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  
 Tanya Ellis, Department of Homelessness and Supportive Housing (HSH)  
 Mahesh Khatwani, The Watermark Homeowners Association  
 Captain Laura Knight, San Francisco Police Department (SFPD)  
 Toby Levine, Central Waterfront Advisory Group  
 Katy Liddell, The Portside Homeowners Association  
 Courtney McDonald, Office of Supervisor Matt Haney  
 Joe Reilly, Port of San Francisco  
 Garrick Mitchler, East Cut Community Benefit District  
 Alice Rogers, South Beach/Rincon/Mission Bay Neighborhood Association

**Additional City Representatives Present:**

Sergeant Davin Cole, San Francisco Police Department (SFPD)  
 Commander Teresa Ewins, San Francisco Police Department (SFPD)  
 Mark Paez, Port of San Francisco  
 Guillermo Perez, San Francisco Public Works  
 Randy Quezada, Port of San Francisco  
 Scott Walton, Department of Homelessness and Supportive Housing (HSH)

**ESNCAG Members Absent:**

Stephen Bonner, Neighbor  
 Eddie Corwin, Google  
 Mark Dragun, The Brannan Homeowners Association  
 Patricia Fox, Bayside Village  
 Andrew Robinson, East Cut Community Benefit District

**Download the accompanying meeting PowerPoint here: <https://sfport.com/meeting/embarcadero-safe-navigation-center-advisory-group-september-25-2019-supporting-documents>**

### 1. Welcome and Meeting Objectives

Emily Lisker (Controller's Office) welcomed everybody and reviewed the meeting objectives and public participation opportunities. Advisory Group members not present at the August meeting members introduced themselves.

### 2. Review of August Meeting & Follow-ups

Emily Reid Vontsolos (Controller's Office) provided an overview of the August 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 August meeting was addressed and welcomed for this meeting. Emily Reid reviewed the drafted ground rules established at the August meeting, which the group agreed to.

- Emily Cohen (Mayor's Office) provided an overview of the Data Inventory & City Commitments to the Community Tracker (see [here](#)), which monitors the progress of the various commitments and data reporting that this group can expect.

### 3. Department Updates and Q&A - see slides 5-34 in [the PowerPoint](#)

Departmental representatives presented any 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. Lastly, in order to get utilities to the site, the contractor will be completing the utility trenching from Monday, October 7th through October 28th, and all details are described on slides 9-17 [in the PowerPoint](#).
- Tanya Ellis and Scott Walton (Department of Homelessness and Supportive Housing) gave an overview of Navigation Center programs and what neighbors can expect from the new Navigation Center. Specifically, they described that navigation center beds are typically used for priority placements who are waiting to get into permanent housing, along with some time-limited placements who are connected to the Center from outreach. Navigation Centers aim to meet people where they are, with the goal of offering more accessible shelter in order to shelter as many residents as possible, and connect them to the resources they need. Navigation Centers offer much more than a bed: there are often other service providers, eligibility workers to help residents enroll in public benefits, medical practitioners, and other resources on site. In addition, there are many other activities (see below, in Q&A for more information). The Department has not yet chosen a provider, but aims to update this group with more information at the October Meeting.
- Captain Laura Knight and Commander Teresa Ewins (San Francisco Police Department) spoke about the ongoing efforts in the neighborhood to prevent crime and ensure safety. They discussed the current collaborations with Public Works & other City leaders to address the "catacombs" area (Delancey & Bryant). They also shared more about which number to call in what situation, and the upcoming beat officers - all noted in the Q&A portion below.

**ESNCAG Questions and Comments with departmental responses:**

**Question:** How should we report various issues that we observe?

**Response:** There are currently different reporting lines for different situations.

- The SAFE Navigation Center will have a 24/7 phone number that neighbors can call to report a concern related to the site.
- Please visit sf311.org, use the SF311 App, or call 3-1-1 for reporting homeless concerns and encampments. When the Navigation Center opens, we will have a special queue for 3-1-1 calls related to this site that will be prioritized at 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:** When I call the Police non-emergency phone number, I often have to wait 8 to 10 hours for SFPD to show up and be present to show any videos. Calling 3-1-1 also results in slow response. Can you put better fences on the CHP-side where the dog park is located?

**Response:** SFPD and Public Works recognize the issue and are working to develop a better solution to the areas you are referring to: the Catacombs area (Delancey & Bryant) and the dog park. For the catacombs, Public Works is working on removing the chain link fence and replace it with a more effective, sturdier fence that will do a better job at preventing the issues you are experiencing. In addition to the fence, SFPD has already increased patrolling of the Catacombs area, and Public Works will not only continue to respond to issues but also proactively visit the site to address trash and fence-cutting. For the dog park, a priority for CalTrans, Supervisor Haney's Office and Public Works is to remove the overgrown weeds to improve visibility and allow for easier enforcement.

SFPD, the Homeless Outreach Team, and all City agencies involved are very committed to the safety of the neighborhood. The presence of beat officers in the area will help improve response times in the Safety Zone. We understand that the Department of Emergency Management (DEM) that operates the 9-1-1 call center has experienced staffing issues, which has impacted non-emergency call response times. We can invite a representative from DEM and 3-1-1 to join our next meeting to share insight on their operations.

**Question:** Has the Navigation Center's service provider been selected yet?

**Response:** HSH has not yet selected the non-profit provider and cleaning partner. Once selected, they will be added to the Advisory Group.

**Question:** What will collaboration with the Community Benefit District (CBD) look like?

**Comment:** The Community Benefit District (CBD) has resources and can also respond to concerns from the community. The City has begun working with the East Cut CBD on how to collaborate effectively to improve and track response times, especially for issues like street and sidewalk cleanliness concerns.

**Question:** Will the lane of traffic on Beale Street stay open during utility trenching?

**Response:** Public Works confirmed that all traffic lanes will remain open.

**Question:** What is the exact start date of utility trenching?

**Response:** Public Works confirmed that utility trenching will start October 7th.

**Question:** The Bryant Street emergency exit at the Watermark will be obstructed during utility trenching days 4-7. How will this be handled?

**Response:** The emergency exits at the Watermark will not be obstructed as trenching will not extend as far up Bryant Street as originally depicted.

**Question:** What are the emergency and non-emergency contact numbers we should use should concerns arise during utility trenching?

**Response:** Contact the contractor for any emergencies. Contact information for the Contractor is in the PowerPoint on slide 25: G&G Builders, 925-570-7606. For non-emergency concerns or situations, contact Rachel Alonso at [Rachel.Alonso@sfdpw.org](mailto:Rachel.Alonso@sfdpw.org) or 415-557-4784.

**Question:** There are ground level units at the Watermark on Bryant and Beale Streets. How will you ensure access?

**Response:** The Bryant Street unit will not be obstructed because trenching will not extend that far up the block. The Beale Street units will not be obstructed because the contractor is required to provide a minimum 4 foot path of travel. The temporary fencing to block off the trench path does not need to be flush with the Watermark.

**Question:** Will the Watermark's windows be cleaned following construction?

**Response:** Public Works is currently looking into this.

**Question:** How should we report public drug use?

**Response:** Call the SFPD's non-emergency phone number: (415) 553-0123

**Question:** How will the Navigation Center handle a potential client with an arrest warrant?

**Response:** The goal of the Navigation Center is to get individuals off the streets and into housing, and are one important part of the Homelessness Response System. Criminal background checks are not conducted at the Navigation Center because they are a deterrent to all potential Navigation Center clients, regardless of their arrest history. Navigation Centers serve San Francisco's highly vulnerable and long-term unhoused neighbors who are often fearful of accessing traditional shelter and services. Violence is not tolerated from guests of Navigation Centers and the provider will have a written set of rules that every guest signs upon intake. If someone is arrested for any reason during the time of their stay, a case manager will assist them with an alternative placement in treatment or shelter.

**Question:** What should we expect in terms of the Navigation Center experience for clients? I like the idea of the Navigation Center, but do not know what the clients do there. I'd like to invite the service provider to this meeting to understand expectations, e.g., do clients receive counseling, job referrals, what happens to them?

**Response:** The non-profit service provider will join this group once this provider has been selected. Those who are interested in touring an existing Navigation Center are welcome to join Tanya Ellis ([tanya.ellis@sfgov.org](mailto:tanya.ellis@sfgov.org)) who offers tours on a regular basis. Navigation Centers are generally used in two primary ways: (1) to place clients who have been designated as high priority for getting into permanent housing, and (2) for time-limited placements often initiated by HSH's Homeless Outreach Team with the goal of clients taking up services. The Navigation Center aims to meet people where they are. Once a client is referred by HSH to enter a Navigation Center, intake is conducted. The intake process is conducted to learn who the client is, asking questions such as: have they encountered this client before, what is their work or employment history, what are their medical and behavioral health needs, etc. After intake, a client typically has weekly check-ins with a case manager, has access to meals that are served twice daily on-site, and is linked to a variety of other resources and services that are often brought on-site such as Supplemental Security Income (SSI) benefits, Medi-Cal, CalFresh (or food stamps), healthcare professionals. The Bayshore Navigation Center, as an example, offers social, artistic, and professional programs for clients with the goal of augmenting their ability to connect to services. The wide variety of programs can range from getting clients computers on which they can create resumes to classes teaching clients way to take care of their pets. The ESNC site will also recruit clients to do cleanup in the neighborhood for a stipend with the goal of leading the client towards full-time employment.

**Question:** What is the length of time a Navigation Center bed is reserved for a client after a client leaves the site?

**Response:** Clients who are brought to the Navigation Center for intake are provided a bed. If they are off-site for 72 hours the stay is ended. HSH is working to reduce this timeframe to 48 hours in order to ensure that each bed in our system of care is fully utilized. Guests of the Navigation Center are informed of all expectations as part of their intake into the site.

**Question:** What services and approaches exist for Navigation Center clients who don't show or lose their reservations?

**Response:** The Homeless Outreach Team (HOT) is notified to look for any clients who do not show within the 72 hour window depending on specific client circumstances. The City maintains a central database called the ONE System that helps keep track of residents who are accessing city services, navigation centers, etc. During their stay at the Navigation Center, guests will have also been made aware of other services available to them. Clients do still have the choice to leave, and the Navigation Center aims to let clients return after losing reservations if there is available space and depending on the circumstance.

**Question:** What is involved in screening clients at the Navigation Center?

**Response:** Guests are brought to Navigation Centers via the Homeless Outreach Team (HOT) engagement or through the Coordinated Entry system which indicates that they are priority status for Permanent Supportive Housing. Navigation Centers focus on getting them connected to the best resources possible, with the ultimate goal of getting people into stable housing. The intake considers the client's situation and identifies the best type of housing and health intervention to address their needs.

Criminal background checks are not conducted during the screening or intake process. The new 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:** Where do the Navigation Center rules apply?

**Response:** The Navigation Center Rules, which are signed by each client upon intake, prioritize: 1) Commitment to treat each other with dignity and respect, and 2) Safety within the Navigation Center and in the neighborhood. The rules are administered by the Navigation Center staff (case managers, security, etc) and apply inside the Navigation Center and within 200 feet of the center's entrance. If any incidents occur outside of the 200 feet, they would be addressed via the standard public safety response.

Policies concerning Denial of Service (DOS) to clients are set in place by the Shelter Grievance Advisory Committee. This body provides oversight to all Temporary Shelter sites which include Navigation Center programs and can propose adjustments to the Shelter Grievance policy, which HSH and their program providers are obligated to adhere to. If residents have any concerns about the current Shelter Grievance policy, they are highly encouraged to share them with the Shelter Grievance Advisory Committee directly or via Scott Walton (scott.walton@sfgov.org) who is happy to pass along any comments/questions/concerns you may have.

**Comment:** Concerns that sample rules don't apply outside 200 ft. buffer. A large portion of the Beale Street entrance at the Watermark is outside the buffer. It was suggested that the radius be extended to cover a larger area (e.g., 200 ft. from any point along the Navigation Center's perimeter instead of just 200 ft. from the entrance).

**Response:** New beat (foot and bike) officers will be laser-focused on the Safety Zone right outside of the Navigation Center and be responsible for enforcement of the law. The officers are currently secured for 10-hour shifts, and the Advisory Group will review their data and effectiveness and adjust the hours as needed, with feedback from the neighborhood. The Buffer Zone is standard across all Navigation Centers, and an expansion could be proposed to the Shelter Grievance Advisory Committee.

**Question:** Can we inform the timing of the SFPD's foot beat officers shifts?

**Response:** SFPD looks at data, uses car sectors via passing calls, and will adjust hours using data and ESNCAG's input. Assigning officers to the area is an important crime deterrent. The community is encouraged to call 9-1-1 to ensure that SFPD has accurate information to inform staffing and responses.

**Question:** Can ESNCAG learn about crime data, know what to look for, and get it monthly?

**Response:** Crime data for the safety zone is to be reported bi-monthly as laid out in the City's commitments to the community (see the [Commitment Tracker](#)). Captain Knight also reports district-level crime data on a monthly basis.

**Question:** Will the expanded safety zone include the Bryant Street Hill?

**Response:** SFPD will always respond regardless of the site jurisdiction. For example, if the site is under California Highway Patrol (CHP) jurisdiction, CHP would be called to respond after the perpetrator has been taken into custody. The SFPD does not wait for other agencies to respond. Supervisor Haney is

also getting commitment from CHP/CalTrans to clean up the hill, including bringing in goats to help improve the landscape. In addition, the City is closely coordinating response to street homelessness and unhealthy street behaviors on CHP property, by co-locating with two CHP officers at the City's Healthy Streets Operations Center, developed to better coordinate the many agencies involved in responding to these issues.

**Question:** What kind of programming for clients (e.g., exercise or education) will be offered at the Navigation Center?

**Response:** Each Navigation Centers programming is somewhat different based on the provider. 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 clients with the goal of augmenting their ability to connect to services. The wide variety of programs can range from getting clients computers on which they can create resumes to classes teaching clients way to take care of their pets. The Embarcadero SAFE Navigation Center will also recruit clients to do cleanup in the neighborhood for a stipend with the goal of leading the client towards full-time employment.

**Question:** Can you provide a programming calendar for the Navigation Center clients?

**Response:** Program calendars/schedules vary by site and by provider. An example program calendar from April at the Bayshore Navigation Center site is pictured below.





**Question:** How much lead time will the ESNC operator need to get running?

**Response:** Aiming for at least 2 months before the site opens. Construction is set to end in December

**Question:** I was wondering whether the Embarcadero Navigation Center rules MUST follow the policy set by the Shelter Grievance Advisory Committee. The response seemed ambiguous to me as it stated both that the SGAC does not set the rules and also that HSH must follow the SGAC policy. So is it correct that HSH is without authority to set rules for the Embarcadero Navigation Center that are at variance with the policy and that the policy can only be modified by the SGAC? Since the SGAC is an advisory commission, I assume there is another step involved even if the SGAC were to agree to a change? Could you please shed some light on the rest of the process, if any?

**Response:** The Shelter Grievance Policy, as established by the Shelter Grievance Advisory Committee, must be followed related to this site in development and all the shelters and navigation centers funded by the City and County of San Francisco. HSH and the providers set the rules but they have to conform to the parameters of the Shelter Grievance Policy. Program participants are not exempt from the application of any laws when outside the site.



The Shelter Grievance Advisory Committee can receive, consider and vote to make changes to the Shelter Grievance Policy. Meetings are open to the public and there is time on the agenda for public comment. Information is on the HSH website: <http://hsh.sfgov.org/>. At the HSH website, look in the “Overview” tab for a link to the Shelter Grievance Advisory Committee page.

#### 4. Pair Share & Report Outs (Public Comment)

After an extensive discussion and Q&A on the departmental updates, the group decided that this activity was not necessary and that we would skip this portion of the agenda.

#### 5. Advisory Group’s Purpose Statement

Working off the brainstorming from the August Meeting, Bryan Okelo (Controller’s Office) shared the drafted Purpose statement themes:

- **Communication:** Facilitate communication among ESNC stakeholders (inclusive, collaborative, active listening space for ideas)
- **Data/Transparency:** ESNCAG should deliver actionable information to the public (e.g., reporting out, answering questions)
- **Meeting Format:** ESNCAG should hold civil, engaging, task-oriented meetings
- **Problem Solving & Responsiveness:** ESNCAG will problem solve together and ensure City responsiveness
- **Improve Safety & the Neighborhood:** ESNCAG will focus on the safety and quality of life of everyone in the neighborhood

**Response:** After being presented with this, the advisory group agreed that these themes sufficiently captured what they desired ESNCAG’s purpose to be, with the exception of meeting format, which the group felt touched more on how the group operates instead of why the group convenes. It was decided that the other four themes would be consolidated into a final purpose statement that will be introduced to the group at the beginning of next month’s meeting.

#### 6. Discuss Roles & Responsibilities

Emily Reid Vontsolos (Controller’s Office) briefed the Advisory Group on expectations for the Advisory Group’s Chair(s), and the Advisory Group added one responsibility:

- Chair will open and close meetings
- Works with the Controller’s Office to plan and agendize equitable, efficient, productive meetings
- Be engaged in the neighborhood and understand resident needs/concerns/ideas – especially those that may be different from their own
- Communication & outreach about this Group’s work, purpose, and public meetings

The Controller’s Office requested that all interested Advisory Group members who would like to fulfill these responsibilities please email [ESNCAG@sfgov.org](mailto:ESNCAG@sfgov.org). The list of self-nominees will be sent to Elaine Forbes (Port Executive Director) to make a final appointment.

#### 7. Review Agenda for Next Meeting & Meeting Evaluation - see slides 43 in [the PowerPoint](#)

Emily Lisker shared the proposed agenda topics for the October meeting and requested feedback from Advisory Group members and the public on the meeting format. All feedback will be shared and addressed at the October meeting, and the October meeting agenda will be e-mailed and posted the week prior to the meeting.

Embarcadero Safe Navigation Center Advisory Group (ESNCAG) September 2019 Meeting Notes

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

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#### **Agente de Acceso a Idiomas del Puerto de San Francisco**

Matthias Giezendanner, Supervisor de Servicios Empresariales

**Correo electrónico:** [Matthias.Giezendanner@sfport.com](mailto:Matthias.Giezendanner@sfport.com)

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### Chinese:

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