File No. 121103

Committee Item No. 5
Board Item No. 12

COMMITTEE/BOARD OF SUPERVISORS

AGENDA PACKET CONTENTS LIST

Committee: Rules Date 11/15/12

Board of Supervisors Meeting Date 12/4/12

Cmte	Board	
☐	☒	Motion
☐	☐	Resolution
☐	☐	Ordinance
☐	☐	Legislative Digest
☐	☐	Budget Analyst Report
☐	☐	Legislative Analyst Report
☐	☐	Youth Commission Report
☐	☐	Introduction Form (for hearings)
☒	☒	Department/Agency Cover Letter and/or Report
☐	☐	MOU
☐	☐	Grant Information Form
☐	☐	Grant Budget
☐	☐	Subcontract Budget
☐	☐	Contract/Agreement
☐	☐	Award Letter
☒	☒	Application
☐	☐	Public Correspondence

OTHER (Use back side if additional space is needed)

☐	☐	
☐	☐	
☐	☐	
☐	☐	
☐	☐	

Completed by: Linda Wong Date 11/9/12
Completed by: L.W. Date 11/29/12

An asterisked item represents the cover sheet to a document that exceeds 25 pages. The complete document is in the file.

1 [Appointments, Shelter Monitoring Committee]
2
3 **Motion appointing Julia D'Antonia, Jennie Parrilla, Nicholas Kimura, Andrew Mendes,**
4 **and Isaac Langford, terms ending November 23, 2014, to the Shelter Monitoring**
5 **Committee.**
6
7 MOVED, That the Board of Supervisors of the City and County of San Francisco does
8 hereby appoint the hereinafter designated persons to serve as members of the Shelter
9 Monitoring Committee, pursuant to the provisions of Ordinance No. 283-04 and Article XII of
10 Article 20 of the San Francisco Administrative Code, for the terms specified:
11 Julia D'Antonia, seat 1, succeeding Simon Martinez, term expiring November 23, 2012,
12 must be homeless or formerly homeless within the 3 years prior to appointment and living with
13 their homeless child under age 18, for a two-year term ending November 23, 2014.
14 Jennie Parrilla, seat 2, succeeding Judy Kerns, resigned, must be homeless or formerly
15 homeless within the 3 years prior to appointment with a disability, for a two-year term ending
16 November 23, 2014.
17 Nicholas Kimura, seat 3, succeeding Deborah Muise, term expiring November 23,
18 2012, must have experience providing direct services to the homeless through a community
19 setting, for a two-year term ending November 23, 2014.
20 Andrew Mendes, 4, succeeding Ramon Lacayo, term expiring November 23, 2012,
21 must be selected from a list of candidates that are nominated by community agencies that
22 provide behavioral health, housing placement, or other services to the homeless, for a two-
23 year term ending November 23, 2014.
24 Isaac Langford, seat 5, succeeding Maxine Pauson, term expiring November 23, 2012,
25 must be selected from a list of candidates that are nominated by non-profit agencies that

provide advocacy or organizing services to homeless people and be homeless or formerly homeless, for a two-year term ending November 23, 2014.

Board of Supervisors
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place, Room 244
(415) 554-5184 FAX (415) 554-7714

Application for Boards, Commissions and Committees

Application for Appointment to: Shelter Monitoring Committee
Name of Board, Commission, Committee, or Task Force

Seat # or Category (If applicable): Seat #1, 5, 6 District:

Name: Julia D'Antonia

Home Address — Reardon Road - Apt 109, SF, CA Zip: 94124

Home Phone: 415 — Occupation: Peer Organizer

Work Phone: 415-346-3740 x318 Employer: Coalition on Homelessness, SF

Business Address: 468 Turk Street, SF, CA Zip: 94102

Business E-Mail: j.dantonio@cohsf.org Home E-Mail — yahoo.com

Check All That Apply:

A citizen of the United States. ☑ At least 18 years old on or before Election Day. ☑

Not in prison or on parole for a felony conviction ☑

A resident of San Francisco ☑ Yes: ☐ No: (Place of Residence):

Please state your qualifications (attach supplemental sheet if necessary)

Formerly homeless, single mother

Education:

High School Diploma

Business and/or professional experience:

Outreach worker and peer organizer for Coalitions on Homelessness

Civic Activities:

Community organizing

Ethnicity: (optional) Latina Sex: (optional) ☐ M ☑ F

Have you attended any meetings of the Board/Commission to which you wish appointment? ☐ Yes ☑ No

For appointments by the Board of Supervisors, appearance before the RULES COMMITTEE is a requirement before any appointment can be made.
(Applications must be received 10 days before the scheduled hearing.)
(Please Note: Once Completed, this form, including all attachments, become public record)

Date: 10-22-12 **Applicant's Signature: (required)** Julia D'Antonio
Please Note: Your application will be retained for one year.

FOR OFFICE USE ONLY:
Appointed to Seat #:_____ Term Expires:_____ Date Seat was Vacated: _____

12/04/09

COALITION·ON
HOMELESSNESS
San Francisco

October 22, 2012

Supervisor Jane Kim
Chair, Rules Committee
San Francisco Board of Supervisors
1 Dr. Carlton Goodlett Place
San Francisco, CA 94102

Attn: Clerk of the Rules Committee

Dear Supervisor Kim,

This is a letter of recommendation for Ms. Julia D'Antonio in her application for seats #1, #5, and #6 of the Shelter Monitoring Committee.

Firstly, I can certify that Ms. D'Antonio meets the prerequisites for each of these seats. She has been homeless with a minor child within the past 3 years, works with the homeless community as a service provider and for an advocacy organization.

Secondly, the Coalition on Homelessness nominates her for seats 5 and 6, and Ms. D'Antonio is very dependable, and hard working. In addition, she has a great passion for improving shelter conditions for residents combined with a sharp analysis of homeless policy. I believe she demonstrates the leadership skills necessary to ensure shelters in San Francisco are safe, hygienic and dignified sanctuaries for people experiencing homeless crisis in San Francisco.

Lastly, as Julia is a parent, we believe she will lend a particular lenses to this work as she knows firsthand how homelessness effects children and mothers.

Thank you for your consideration,

Sincerely,

Jennifer Friedenbach
Executive Director

468 Turk St.
an Francisco, CA 94102
+15.346.3740 TEL
415.775.5639 FAX
www.cohsf.org

Board of Supervisors
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, California 94102-4689
(415) 554-5184 FAX (415) 554-7714

RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO
2012 OCT 18 AM 9:28
AK

Application For Boards, Commissions and Committees

Application for Appointment to: Appointment to Shelter Monitoring Committee
Name of Board, Commission, Committee, or Task Force

Seat # or Category (If Applicable): Seat 2 - I AM CURRENT (3)

Enter your name, mailing address and daytime telephone number in the spaces provided. Because this form is a document available for public review, you may list your business/office address, telephone number and e-mail address in lieu of your home address or other personal contact information.

Do you authorize release of your private/personal information? ☐ yes ☒ no

Print Name: Teresita Parrilla
Home Address: Sacramento St #342 San Francisco Ca Zip 94118
Home Phone: 415- — Occupation: Retiree - Attending City College - Paralegal Course
Work Phone: — Employer: —
Business Address: — Zip: —
E-Mail Address: — Yahoo.com Fax #: —

Are you a United States citizen? ☒ **Yes** ☐ **No** **(Citizenship is a mandatory requirement for all appointments)**
Have you ever been convicted of a felony in this state, or convicted of any offense which, if committed in this state, would be a felony?
☐ Yes ☐ No. (If yes, please attach a statement describing the offense(s) for which you have been convicted, the date of those conviction(s), and the court(s) that convicted you.)

Education: Balboa High School - Graduated 1969 - Heald College - 1994 - City College of San Francisco Ca on-and-off since 1970

Business and/or professional experience: Served Homeless @ St Anthony's Food Pantry - 1995-1996 Served Homeless @ St Paul + Paul Church 3rd ~~Saturday~~ Month Saturday of Month

Civic Activities: Serve Meals to Homeless @ St Francis Living Room - Worked Admin Assist in office of St Francis Living Room - Assist in giving Referral Info and helped with Resume - Connecting Karen to Welfare CA Social Security

Other Personal Information: (optional) Volunteered / Intern in Michela Alioto - Pier Office Over A year in office. - I ~~set~~ was Administrative Assistant - For Supervisor - 3 - Legislative Aides

Ethnicity: (optional) Mexican-Native Indian-Italian American Sex: (optional) ☐ M ☒ F

Have you attended any meetings of the Board/Commission to which you wish appointment? ☒ Yes ☐ No
Would you be able to attend night meetings? _____ Day meetings? _____ Either X
Please state your qualifications (attach supplemental sheet if necessary) I have been in Abundance of Helping Needy Since 1978 - CETA San Jose Ca Assisting in helping people get employment

For appointments by the Board of Supervisors, appearance before the RULES COMMITTEE is a requirement before any appointment can be made. *(Applications must be received 10 days before the scheduled hearing.)*

Date: 10/17/2012 **Applicant's Signature:** **(required)** Teresita Parrilla
Please Note: Your application will be retained for one year.

FOR OFFICE USE ONLY:

Appointed to Seat #:_____ Term Expires:_____ Date Seat was Vacated: _____

Clerk's Office/Forms/Commission Application 06/03/08

08-28-2012

Jennie Parrilla
Seat 2

I have worked community since 1978, I am qualified to assist and seek the help needed to get homeless assistance they need. I lived @ Marianne Residence from 1999 to 2002 through a divorce that was not healthy for myself. I volunteered serving meals from my experience @ my stay in Marianne Residence. I volunteered @ Michela Alioto Pier office and I saw with my own eyes the support and help one can give to one's in need and know they will be fine. Because next time you see that person again they look well and have a part time job. I right now live at Women's Place awaiting to be called by 3 places I am on waiting list until called. I was also commission status of women - Local 3 - Oreid.

HOPE PEACE LOVE
St. Francis Living Room Foundation
350 Golden Gate Avenue
San Francisco, CA 94102

August 23, 2012

To whom it may concern:

Jennie Parrilla volunteered her services on a regular basis at the St. Francis Living Room since 2008 to the present.

Jennie served food to the Senior citizens at the breakfast program. She also helped with the administrative paperwork.

Sincerely,

Christine Morrison

Christine Morrison, CEO

415 447 9860

HOPE LOVE PEACE
St. Francis Living Room Foundation
Christine D. Morrison, SFO
Chief Executive Officer
350 Golden Gate Avenue (415) 592-2872
San Francisco, CA 94102 (415) 816-5230
angelpierre2000@yahoo.com

Board of Supervisors
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place, Room 244
(415) 554-5184 FAX (415) 554-7714

Application for Boards, Commissions and Committees

Application for Appointment to: Shelter Monitoring Committee
Name of Board, Commission, Committee, or Task Force

Seat # or Category (If applicable): 3, 4 District:

Name: Nicholas Kamura

Home Address: — Balboa ave #4 Zip: 94121

Home Phone: 516 — Occupation: Shelter Client Advocate

Work Phone: 415 346 7685 Employer: Community Housing Partnership

Business Address: 468 Turk St Zip: 94102

Business E-Mail: nkamura@chp-sf.org Home E-Mail: — nkgraylion

Check All That Apply:

A citizen of the United States. ☑ At least 18 years old on or before Election Day. ☑

Not in prison or on parole for a felony conviction ☑

A resident of San Francisco ☑ Yes: ☐ No: (Place of Residence): 94121

Please state your qualifications (attach supplemental sheet if necessary)
Work for shelters & support clients through grievance process. I have a close relationship w/ all shelter providers

Education:
BA in Sociology from University of San Francisco

Business and/or professional experience:
Outreach worker w/ HIV Prevention section of SFDPH's AIDS office
Shelter Client Advocate w/ CHP.

Civic Activities:
Volunteer at Coalition on Homelessness.
HIV test counselor.

Ethnicity: (optional) Chapin Sex: (optional) ☐ M ☐ F

Have you attended any meetings of the Board/Commission to which you wish appointment? ☑ Yes ☐ No

For appointments by the Board of Supervisors, appearance before the RULES COMMITTEE is a requirement before any appointment can be made.
(Applications must be received 10 days before the scheduled hearing.)
(Please Note: Once Completed, this form, including all attachments, become public record)

Date: 11/1/17 **Applicant's Signature: (required)** [signature]
Please Note: Your application will be retained for one year.

FOR OFFICE USE ONLY:
Appointed to Seat #:_____ Term Expires:_____ Date Seat was Vacated: _____

12/04/09

community housing partnership

Nicholas has a great deal of experience providing direct service to the homeless community throughout several years with various organizations in the Tenderloin. In 2009, Nicholas interned with Tenderloin Health as the Syringe Exchange Coordinator and began his introduction into the neighborhood. Since then, he has been an HIV Test Counselor and worked with the Department of Public Health in performing outreach throughout the community.

Currently, Nicholas works at Community Housing Partnership as a Shelter Client Advocate. In this current position, he works directly with shelter clients and supports them through the Grievance Procedure which guides the appeals process for any clients denied services at a shelter. He has made contact with hundreds of shelter clients and frequently performs outreach to ensure that all shelter clients are aware of their rights within a shelter.

Nicholas has demonstrated a dedication to shelter residents by supporting them, referring them to appropriate resources, and maintaining contact with all his clients. He has worked for CHP for over a year now and has been successful in building a healthy, trustful relationship with shelter providers and the Human Services Agency. The experience he has gained is vast and his knowledge of the shelter system and the City agencies and legislators that control it has expanded greatly.

For the foregoing reasons, I am recommending that Nicholas Kimura be appointed to the #3 seat of the Shelter Monitoring Committee. I am confident his viewpoints and experience will be a valuable addition to the Committee.

Sincerely,

Lisa Blakely

Central Office
20 Jones Street, Suite 200
San Francisco, CA 94102
p 415 852 5300 | f 415 749 2791
www.chp-sf.org

Board of Supervisors
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place, Room 244
(415) 554-5184 FAX (415) 554-7714

Application for Boards, Commissions and Committees

Application for Appointment to: Shelter Monitoring Committee
Name of Board, Commission, Committee, or Task Force

Seat # or Category (If applicable): Seat #5 District:

Name: Andrew Mendes

Home Address: — Eighth Street, SF, CA Zip: 94103

Home Phone: 415- Occupation: unemployed, cunnrently homeless

Work Phone: Employer:

Business Address: Zip:

Business E-Mail: Home E-Mail: — @gmail.com

Check All That Apply:

A citizen of the United States. ☑ At least 18 years old on or before Election Day. ☑

Not in prison or on parole for a felony conviction ☑

A resident of San Francisco ☑ Yes: ☐ No: (Place of Residence):

Please state your qualifications (attach supplemental sheet if necessary)

Formerly homeless, non-profit nominee

Education:

3/4 of a BA in Public Policy & International Relations, Victoria University of Wellington, NZ

Business and/or professional experience:

NZQA ESOL Home Tutor, Law-office clerk, Policy Analysis, Litigation Support

Civic Activities:

Coalition on Homelessness Volunteer & Outreach Worker

Ethnicity: (optional) Latino Sex: (optional) ☑ M ☐ F

Have you attended any meetings of the Board/Commission to which you wish appointment? ☑ Yes ☐ No

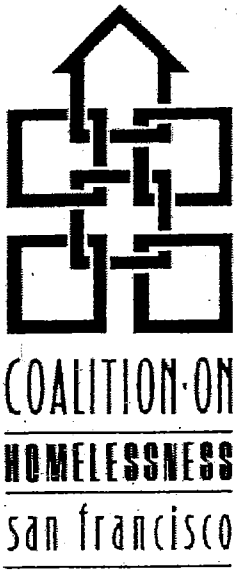
For appointments by the Board of Supervisors, appearance before the RULES COMMITTEE is a requirement before any appointment can be made.
(Applications must be received 10 days before the scheduled hearing.)
(Please Note: Once Completed, this form, including all attachments, become public record)

Date: 10-22-12 **Applicant's Signature: (required)** a Mendes

Please Note: Your application will be retained for one year.

FOR OFFICE USE ONLY:
Appointed to Seat #:_____ Term Expires:_____ Date Seat was Vacated: _____

12/04/09



October 22, 2012

Supervisor Jane Kim
Chair, Rules Committee
San Francisco Board of Supervisors
1 Dr. Carlton Goodlett Place
San Francisco, CA 94102

Attn: Clerk of the Rules Committee

Dear Supervisor Kim,

Re: Shelter Monitoring Committee Applicant Reference

I would like to recommend Andrew Mendes for seat 5 and 6 of the Shelter Monitoring Committee, as we are an advocacy organization. He is presently homeless and a shelter resident and has first-hand experience accessing services for homeless and low-income individuals, including food programs, shelters and drop-in centers, free clinics, public benefits, legal resources and work programs.

Currently, Andrew volunteers at the Coalition on Homelessness as an outreach worker, community organizer and police sweep monitor. He is an active member of the Coalition's Housing Justice Workgroup and Human Rights Workgroup. He's also took part in the Shelter Access Workgroup, sponsored by your office, and the San Francisco No Taser Taskforce. He has a vested interest in ending homelessness in San Francisco

Andrew has demonstrated a dedication to shelter residents and other homeless individuals by supporting them, referring them to appropriate resources, and through various advocacy work. The experience he has gained is vast and his knowledge of the shelter system and the City agencies and legislators that control it has expanded greatly.

For the foregoing reasons, I am recommending that Andrew Mendes be appointed to the Shelter Monitoring Committee. I am confident his viewpoints and experience will be a valuable addition to the Committee.

Sincerely,

Jennifer Friedenbach
Executive Director

468 Turk St.
San Francisco, CA 94102
415.346.3740 TEL
415.775.5639 FAX
www.cohsf.org

letter from the outgoing Officers of the Shelter Monitoring Committee
Elizabeth Ancker
to:
Mark.Farrell@sfgov.org, David.Campos@sfgov.org, Jane.Kim@sfgov.org, linda.wong@sfgov.org
11/14/2012 02:36 PM
Cc:
Ramon Lacayo, Matt Luton
Show Details

5 Attachments

image003.png

image004.png

image005.png

image006.jpg

Officers letter.doc

Attached is a joint letter from the Officers of the Shelter Monitoring Committee to the Board of Supervisors, outlining some of the challenges and concerns on the Committee. We do hope the Board is willing to consider our input and move the Committee forward in a positive way.

Thank you, and please do not hesitate to contact the officers (cc'd here) with any questions.

Sincerely,

Elizabeth Ancker
Assistant Program Director
Compass Connecting Point

995 Market Street, 6th Floor, San Francisco, CA 94103 | p: 855-234-2667 | f: 415-442-5138 | compass-sf.org

Helping families find their way

City and County of San Francisco
Shelter Monitoring Committee

November 14, 2012

To The Board of Supervisors:

We are writing this letter as the outgoing officers of the Shelter Monitoring Committee. Our hope with this letter is to address some of the challenges we experienced on the Committee with the intention that the Board of Supervisors will consider ways to make the Committee more effective going forward.

First, the Shelter Monitoring Committee is extremely limited in its abilities to enforce any standards. Once a site is found out of compliance, a complaint is filed and then the site responds. If the response is unsatisfactory, the Committee can conduct an investigation, and if the investigation finds the site out of compliance, the complaint will be forwarded to the Department of Public Health. DPH has never found a site out of compliance and it is not clear what the consequence would be if they did. In short, there is a lot of work involved in the Committee's processes, and yet there are no real consequences that are handed down for Standards of Care violations.

Second, the Shelter Monitoring Committee is charged with enforcing legislated Standards of Care that are almost entirely unfunded. The Standards of Care were passed several years ago with no funding attached. The Standards require such things as, for example, providing pillows to each client, having tokens available at all times, having staff adequately trained and providing clients access to free local telephone calls. Given that compliance with each of these standards costs money, and given that shelters operate on limited budgets and that are already stretched to meet their most basic needs, to expect shelters to be able to be in compliance is often not realistic. It often feels unfair for Committee members to find sites "out of compliance."

Over the last two years, these issues with the duties and the limitations of the Committee have often been a source of frustration for members of the Committee. These frustrations are compounded by the time commitment that the Committee asks of its volunteers. Committee members are assigned 3-4 visits per month, mostly in the evenings after regular work hours, and additional requests to cover other visits and investigations come in regularly. There are also many e-mails and other correspondence to be dealt with. Given that the Committee is made up entirely of volunteers who have many other constraints on their time, the time commitment placed on Committee volunteers is frequently not sustainable over a two year period. This is especially true when the work of the Committee so often feels frustrating and ineffective. To make matters even more difficult, the volunteer members of the Committee who put significant time into their duties are frequently berated by members of the public at the monthly meetings for "not doing anything" because they do not see any changes happening in the shelter system stemming from the Committee's involvement.

It is due to these reasons that I believe the Committee is facing the turnover of almost all seats, and it is due to these reasons that so many seats have turned over multiple times within the last 2 years. Until some of these concerns are addressed, the Committee will continue to experience problems with member burnout, turnover, and dissatisfaction.

These issues are certainly complex, and while we can see many of the problems, we, regrettably, cannot offer any simple solutions. We do think that if the Committee hopes to be able to address and change any of these things internally, it will require Committee terms to be

1380 Howard Street, First Floor
San Francisco, CA 94103
www.sfgov.org/sheltermonitoing

(415) 255-3642 (phone)
(415) 255-3629 (fax)
shelter.monitoring@sfgov.org

staggered so that all of the seats will not turn over at once, as they are currently. This would allow all of the hard learned lessons of the Committee to be passed down from one year to the next and would prevent the entire Committee from starting this learning curve anew every 2 years.

We believe that the Shelter Monitoring Committee serves an important purpose, and we believe in the value of the Standards of Care. We very much hope to see the Committee evolve and become more effective at promoting the Standards. If there is anything we can do to assist in this process as a former Committee Members and Officers, please feel free to contact us.

Sincerely,

Elizabeth Ancker
Shelter Monitoring Committee Chair
eancker@compass-sf.org

Matthew Luton
Shelter Monitoring Committee Vice Chair
mwluton@gmail.com

Ramon Lacayo
Shelter Monitoring Committee Secretary
lacayoramon415@gmail.com

Board of Supervisors
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, California 94102-4689
(415) 554-5184 FAX (415) 554-7714

Application For Boards, Commissions and Committees

Application for Appointment to: Shelter Monitoring Committee
Name of Board, Commission, Committee, or Task Force

Seat # or Category (If Applicable): 2-6

Enter your name, mailing address and daytime telephone number in the spaces provided. Because this form is a document available for public review, you may list your business/office address, telephone number and e-mail address in lieu of your home address or other personal contact information.

Do you authorize release of your private/personal information? ☒ yes ☐ no

Print Name: Isaac Langford
Home Address: — 8th St Zip 94103
Home Phone: Occupation: Volunteer
Work Phone: Employer: Pending SSIP
Business Address: Zip:
E-Mail Address: — efiveman.net Fax #: 415-292-2178

Are you a United States citizen? ☒ **Yes** ☐ **No** **(Citizenship is a mandatory requirement for all appointments)**
Have you ever been convicted of a felony in this state, or convicted of any offense which, if committed in this state, would be a felony?
☒ Yes ☐ No. (If yes, please attach a statement describing the offense(s) for which you have been convicted, the date of those conviction(s), and the court(s) that convicted you.) When I was convicted of theft 2nd

Education: Associate in Human Services & Criminology

Business and/or professional experience: Was Part of 2 Board of Directors Pride & National Homeless Protection Agency
Civic Activities: Board of Director

Other Personal Information: (optional)

Ethnicity: (optional) Sex: (optional) ☒ M ☐ F

Have you attended any meetings of the Board/Commission to which you wish appointment? ☒ Yes ☐ No
Would you be able to attend night meetings? Y Day meetings? Y Either
Please state your qualifications (attach supplemental sheet if necessary) I was on the Board for Pride and I am the Founder of the National Homeless Protection Agency

For appointments by the Board of Supervisors, appearance before the RULES COMMITTEE is a requirement before any appointment can be made. *(Applications must be received 10 days before the scheduled hearing.)*

Date: 8/13/12 **Applicant's Signature:** **(required)** Isaac Langford
Please Note: Your application will be retained for one year.

FOR OFFICE USE ONLY:

Appointed to Seat #: Term Expires: Date Seat was Vacated:

August 13, 2012

Re: Kitchen Volunteer Certification

Attn: Martha Rebolledo

Isaac Langford (7/5/86) is a resident of Sanctuary Shelter. Mr. Langford has been volunteering for shifts in the kitchen at Sanctuary since 5/23/2012. We appreciate your assistance. If any follow up is needed, you may contact his case manager, Maggie Burkle at 415-509-3598.

Sanctuary is serviced by START case management which is a part of Episcopal Community Services of San Francisco. Our ID numbers are as follows:

Federal ID #: (not tax exempt)

State ID #:

SIC #: (identifies ECS as a Social Assistance Organization): SIC 6240

Thank you for your consideration of this client. Please do not hesitate to contact me if I can provide you with any further information to help with this referral.

Sincerely,

Maggie Burkle
Case Manager
SF-START
Episcopal Community Services

Ph: 415-509-3598
Fax: 415-292-2178
mburkle@ecs-sf.org

Isaac Langford

— Hyde street
San Francisco, CA 94102
— @fireman.net

- **Dedicated customer service manager with 10+ years of experience** in "big box" retail and food service settings. Consistently achieve record-high customer satisfaction rankings, improvements to the bottom line and turnaround of underperforming operations.
- **Respected builder and leader of customer-focused teams**; instill a shared, enthusiastic commitment to customer service as a key driver of company goal attainment. Lead by example and ensure the execution of all safety, security, quality and store operations policies.

Areas of Expertise

Customer Service Management
Complaint Handling & Resolution
Retail Operations Management
Customer Satisfaction Enhancement
Front-End Supervision
Sales & Margin Improvement
Teambuilding & Training
Cost-Reduction Strategies
Order Fulfillment

Professional Experience

Wal-Mart— West Des Moines, IA — 9/08 to Present

Customer Service Manager, 9/08 to present

Promoted to manager position to recruit, train and supervise 25+ customer service reps and cashiers. Foster an environment in which guests enjoy high levels of service and employees are motivated to deliver top performance. Manage front-end operations to ensure friendly and efficient transactions at checkout. Selected Contributions:

- Won "Service Excellence Award" for instrumental role in driving record-high sales increases, propelling store to improve ranking from #32 in territory to #5 by 2010.
- Reduced staff turnover by 15% in 2010, benchmarking a record-setting improvement in staff retention due to the success of employee-development and morale-building programs.
- Elevated store's guest-satisfaction index from 86% to 92% within two years; ensured the swift resolution of customer issues to preserve customer loyalty while complying with company policies.
- Served on special taskforce charged with turning around under-performing stores. Trained CSRs and managers in five struggling stores, and contributed to significant improvements in guest satisfaction and sales.
- Exemplified the second-to-none customer service delivery for which Wal-Mart is nationally renowned in all interactions with customers.

Wal-Mart Superstore. — Des Moines, IA — 4/03 to 8/08

Deli Manager, 3/06 to 8/08

Previous Positions: Counter Clerk, Cashier, Deli Associate, 4/03 to 1/06

Advanced to increasingly responsible positions, culminating in management role with oversight for a full-service deli. Directed 18 employees and managed P&L, sales, inventory, merchandising and cost controls. Maintained high standards in sanitation and safety and complied with regulatory guidelines. Selected Contributions:

- Transformed operation that was posting annual losses to achieve $159K+ in profits within one year. Met or exceeded all sales targets despite increased competition presented by the opening of two new local delis.
- Introduced training programs that enhanced employee performance and helped build a motivated workforce.

Education and Training

DES MOINES AREA COMMUNITY COLLEGE — Springfield, MA — 9/04 to 5/08

Earned 28 credits; concentration in business studies

Training: Completed numerous courses and seminars in customer service, sales strategies, inventory control, loss prevention, time management, leadership, performance assessment and food safety.

Board of Supervisors
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, California 94102-4689
(415) 554-5184 FAX (415) 554-7714

Application For Boards, Commissions and Committees

Application for Appointment to: Shelter Monitoring Committee
Name of Board, Commission, Committee, or Task/Force

Seat # or Category (If Applicable): #2 The next that is available

Enter your name, mailing address and daytime telephone number in the spaces provided. Because this form is a document available for public review, you may list your business/office address, telephone number and e-mail address in lieu of your home address or other personal contact information.

Do you authorize release of your private/personal information? ☒ yes ☐ no

Print Name: Adaline Tong
Home Address: Polk St #49 SF, CA 94102 Zip
Home Phone: Occupation:
Work Phone: Employer:
Business Addres Zip:
E-Mail Address: gmail.com Fax #:

Are you a United States citizen? ☒ **Yes** ☐ **No** **(Citizenship is a mandatory requirement for all appointments)**
Have you ever been convicted of a felony in this state, or convicted of any offense which, if committed in this state, would be a felony?
☐ Yes ☒ No. (If yes, please attach a statement describing the offense(s) for which you have been convicted, the date of those conviction(s), and the court(s) that convicted you.)

Education: G.E.D. / College

Business and/or professional experience: Admin Asst, Recreation Co-ordinator, Peer Support

Civic Activities:

Other Personal Information: (optional)

Ethnicity: (optional) Afro-American Sex: (optional) ☐ M ☒ F

Have you attended any meetings of the Board/Commission to which you wish appointment? ☐ Yes ☒ No
Would you be able to attend night meetings? ✓ Day meetings? ✓ Either ✓
Please state your qualifications (attach supplemental sheet if necessary) Homeless since 2002 to current
Resourceful, Strong Communication/organizational skills, Team Player, Determination

For appointments by the Board of Supervisors, appearance before the RULES COMMITTEE is a requirement before any appointment can be made. *(Applications must be received 10 days before the scheduled hearing.)*

Date: March 3, 12 **Applicant's Signature:** (required)
Please Note: Your application will be retained for one year.

FOR OFFICE USE ONLY:

Appointed to Seat #: Term Expires: Date Seat was Vacated:

Clerk's Office/Forms/Commission Application 06/03/08

03/08/2012 13:25 2922178 ECS SLTR NEXT DOOR PAGE 02
Received Fax : Mar 08 2012 1:26PM Fax Station : CCSF-BOS P. 2

Board of Supervisors
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place, Room 244
(415) 554-5184 FAX (415) 554-7714

Application for Boards, Commissions and Committees

RECEIVED BOARD OF SUPERVISORS SAN FRANCISCO 2012 NOV -1 AM 9:22

Application for Appointment to: Shelter Monitoring Committee
Name of Board, Commission, Committee, or Task Force

Seat # or Category (If applicable): seat 2 District:

Name: DEBORAH ANN WHITE

Home Address: (formly — McAllister St #203) petition of Wrongful Eviction Zip: 94115

Home Phone: 415 Occupation: Laid off 3.5 years as Senior

Work Phone: Pay as 90 Employer: Looking for work, need clear of legal matter of evicts

Business Address: Zip: 94115

Business E-Mail: — Home E-Mail:

Check All That Apply:

A citizen of the United States. [X] At least 18 years old on or before Election Day. [X]

Not in prison or on parole for a felony conviction [ ]

A resident of San Francisco [X] Yes: [ ] No: (Place of Residence):

Please state your qualifications (attach supplemental sheet if necessary) Wrongful Eviction resulted injury to right elbow fraction
Well rise in prestigious as Senior creative art directors in concept & call-
oration ideas. Managerial skill of photography team. Artist abilities of
painting sketching and poetry writing. Management of positive talent of
people crew 10 to 25 pr. photography crews to achieve project.

Education:
A.S. from City College
B.S. from Golden Gate University

Business and/or professional experience:
Freelance Creative Senior Art Director for 16 years ending asking rate on market 5K
Macy's Senior Art Director at Sale Promotion 16 years ending salary $98,000 per year

Civic Activities:
San Francisco Public Library Commission meeting giving idea of improvement
on site students showing
interacting with communication skill and mentoring help also San Francisco Board of Education
made additional work ideas for improvement in saving the first African American Principal Elementary School in
academic students along
with 6th Dr. William Cobbs Elementary School

Ethnicity: (optional) African American Sex: (optional) [ ] M [X] F

Have you attended any meetings of the Board/Commission to which you wish appointment? [X] Yes [ ] No

For appointments by the Board of Supervisors, appearance before the RULES COMMITTEE is a requirement before any appointment can be made.
(Applications must be received 10 days before the scheduled hearing.)
(Please Note: Once Completed, this form, including all attachments, become public record)

Date: 10/29/2012 Applicant's Signature: (required) [signature]

Please Note: Your application will be retained for one year.

FOR OFFICE USE ONLY:
Appointed to Seat #:_____ Term Expires:_____ Date Seat was Vacated: _____

12/04/09

Chief of Branches Office
San Francisco Public Library
190- Ninth Street
San Francisco, CA 94102

September 18, 2012

Deborah A. White
McAllister St. #203
San Francisco, CA 94115

Dear Ms. White,

Thank you for your suggestions over the past several months for improving comfort and services at the Western Addition Branch Library. We appreciate your suggestions and will consider them as we begin a post-occupancy evaluation study of the renovated branch libraries.

The post-occupancy evaluation study for Western Addition Branch (date not yet set- may be next year) will include surveys of the public and community meetings to hear suggestions and ideas from the public. I do hope you will participate in those surveys and meetings when they do occur!

Sincerely,

Jane Hudson

Jane Hudson

NW District Manager
Phone: 415 557-4353

Cc: Linda Suzuki /
Western Addition Branch Manager

Board of Supervisors
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place, Room 244
(415) 554-5184 FAX (415) 554-7714

RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO
2012 OCT 22 AM 9:11

AK

Application for Boards, Commissions and Committees

Application for Appointment to: Seat 2
Name of Board, Commission, Committee, or Task Force

Seat # or Category (If applicable): District:

Name: Heather Lynn Hotchkiss

Home Address: Howard S.F. CA Zip: 94103

Home Phone: 415 Occupation: DISABLED Social Security/SSI

Work Phone: (415) Employer:

Business Address: Zip:

Business E-Mail: Home E-Mail:

Check All That Apply:

A citizen of the United States. ☒ At least 18 years old on or before Election Day. ☒

Not in prison or on parole for a felony conviction ☒

A resident of San Francisco ☒ Yes: ☐ No: (Place of Residence):

Please state your qualifications (attach supplemental sheet if necessary)

Education: 10th Grade

Business and/or professional experience: Lived in Shelters on + off 30 yrs
JP - Caregiver 8 years
JP - Shelter - Referred People + Crisis Center

Civic Activities: Medical Caprichus - Referred Homeless to JP
TG

Ethnicity: (optional) NA + C Sex: (optional) ☐ M ☐ F

Have you attended any meetings of the Board/Commission to which you wish appointment? ☒ Yes ☒ No

For appointments by the Board of Supervisors, appearance before the RULES COMMITTEE is a requirement before any appointment can be made.
(Applications must be received 10 days before the scheduled hearing.)
(Please Note: Once Completed, this form, including all attachments, become public record)

Date: 10/21/12 **Applicant's Signature: (required)** [signature]

Please Note: Your application will be retained for one year.

FOR OFFICE USE ONLY:
Appointed to Seat #:_____ Term Expires:_____ Date Seat was Vacated: _____

12/04/09

Board of Supervisors
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, California 94102-4689
(415) 554-5184 FAX (415) 554-7714

Application For Boards, Commissions and Committees

Application for Appointment to: Shelter Oversight Committee
Name of Board, Commission, Committee, or Task Force

Seat # or Category (If Applicable): Seat 2

Enter your name, mailing address and daytime telephone number in the spaces provided. Because this form is a document available for public review, you may list your business/office address, telephone number and e-mail address in lieu of your home address or other personal contact information.

Do you authorize release of your private/personal information? ☒ yes ☐ no

Print Name: John Matoni
Home Address: Homeless / General Delivery SF, CA Zip 94102
Home Phone: Occupation: unemployed
Work Phone: Employer: possibly temp Disability
Business Address: Zip:
E-Mail Address: @gmail.com Fax #:

Are you a United States citizen? ☒ Yes ☐ No **(Citizenship is a mandatory requirement for all appointments)**
Have you ever been convicted of a felony in this state, or convicted of any offense which, if committed in this state, would be a felony?
☐ Yes ☒ No. (If yes, please attach a statement describing the offense(s) for which you have been convicted, the date of those conviction(s), and the court(s) that convicted you.)

Education: Some College; Unit Coordinator Certificate SFCC

Business and/or professional experience: UCSF Admin Asst. / Fine Dining Waiter

Civic Activities: LGBT Cyber Center Volunteer / Glide Kitchen

Other Personal Information: (optional)

Ethnicity: (optional) other: white/mix Sex: (optional) ☒ M ☐ F

Have you attended any meetings of the Board/Commission to which you wish appointment? ☐ Yes ☐ No
Would you be able to attend night meetings? X Day meetings? X Either X
Please state your qualifications (attach supplemental sheet if necessary)

For appointments by the Board of Supervisors, appearance before the RULES COMMITTEE is a requirement before any appointment can be made. *(Applications must be received 10 days before the scheduled hearing.)*

Date: 8/13/2012 **Applicant's Signature:** (required) John Matoni
Please Note: Your application will be retained for one year.

FOR OFFICE USE ONLY:

Appointed to Seat #:_____ Term Expires:_____ Date Seat was Vacated: _____

Board of Supervisors
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place, Room 244
(415) 554-5184 FAX (415) 554-7714

RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO
2012 JAN 13 PM 12:30
BY

Application for Boards, Commissions and Committees

Application for Appointment to: Shelter Monitoring Committee
Name of Board, Commission, Committee, or Task Force

Seat # or Category (If applicable): 2 & 4 District:

Name: Fenchee, Lamont-Deangelo

Home Address: Zip:

Home Phone: 415 — Occupation:

Work Phone: Employer:

Business Address: Zip:

Business E-M — @ Home E-Mail:
mail

Check All That Apply:

A citizen of the United States. ☑ At least 18 years old on or before Election Day. ☑

Not in prison or on parole for a felony conviction ☑

A resident of San Francisco ☑ Yes: ☐ No: (Place of Residence):

Please state your qualifications (attach supplemental sheet if necessary)
Working side by side with Homeless to resolve issues in a professional manner.

Education:
Norfolk State University English w/ emphasis on secondary education

Business and/or professional experience:
Artist development - managed the professional careers of musicians

Civic Activities:

Ethnicity: (optional) Sex: (optional) ☐ M ☐ F

Have you attended any meetings of the Board/Commission to which you wish appointment? ☑ Yes ☐ No

For appointments by the Board of Supervisors, appearance before the RULES COMMITTEE is a requirement before any appointment can be made.
(Applications must be received 10 days before the scheduled hearing.)
(Please Note: Once Completed, this form, including all attachments, become public record)

Date: 1/13/12 **Applicant's Signature: (required)**
Please Note: Your application will be retained for one year.

FOR OFFICE USE ONLY:
Appointed to Seat #:_____ Term Expires:_____ Date Seat was Vacated: _____

12/04/09

Local Homeless Coordinating Board
City and County of San Francisco
ZB16, PO Box 7988
San Francisco, CA 94103
(415) 557-6451 FAX (415) 557-6033

RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO
2012 JAN 13 PM 12:30
BY

Application Appointment on the Shelter Monitoring Committee
DEADLINE: January 23, 2012

Please check which seat you are applying under:

☑ **Seat #2**: Member shall have experience providing direct service to the homeless through a community setting and be formerly homeless ***Please attach a letter from the provider you currently work with or have worked with in the past with your application verifying your experience.

☑ **Seat #4**: Member shall be homeless or formerly homeless and selected from a list of candidates that are nominated by community agencies that provide behavioral health, housing placement, or other services to homeless individuals. ***Please attach a letter from the provider you currently work with or have worked with in the past with your application verifying your experience.

Print Name: Ferebee, Lamont-Deangelo

Address: _____ _____

Phone: 415- _____ Occupation: _____

Work Phone: _____ Employer: _____

Email Address: _____ @Hotmail.com

Education:
Norfolk State University English w/emphasis secondary ed.

Professional Experience:
Professional Experience has been done through my tireless efforts to work hard with others and for their rights. 13 years of professional management.

Please list two personal references (such as former employer, volunteer supervisor, friend)

(1) Name Jeremiah Montgomery Phone # 267 701 1326
(2) Name Adell Edmonds Phone # 757 625 3799

***Please attach a brief statement explaining why you are a qualified applicant for committee membership on the Shelter Monitoring Committee and list the skills and experiences that make you qualified for the position.**

All interested applicants should send completed application by January, 23, 2012

MUST be present at the February 6, 2012 Mtg. of the LHCB to be considered

PLEASE SEE APPLICATION INSTRUCTIONS ON NEXT PAGE

RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO

2012 APR -6 PM 1:23

AK

Board of Supervisors
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, California 94102-4689
(415) 554-5184 FAX (415) 554-7714

Application For Boards, Commissions and Committees

Application for Appointment to: SHELTER MONITORING COMMITTEE SEAT 2
Name of Board, Commission, Committee, or Task Force

Seat # or Category (If Applicable): #2

Enter your name, mailing address and daytime telephone number in the spaces provided. Because this form is a document available for public review, you may list your business/office address, telephone number and e-mail address in lieu of your home address or other personal contact information.

Do you authorize release of your private/personal information? ☐ yes ☑ no

Print Name: MATTHEW STEEN
Home Address: — Zip 94103
Home Phone: 415 — Occupation: RETIRED / COMMUNITY ORGANIZER
Work Phone: — Employer: —
Business Addre — Zip: —
E-Mail Addres. — @HOTMAIL.COM Fax #: —

Are you a United States citizen? ☑ **Yes** ☐ **No** **(Citizenship is a mandatory requirement for all appointments)**
Have you ever been convicted of a felony in this state, or convicted of any offense which, if committed in this state, would be a felony?
☑ Yes ☑ No. (If yes, please attach a statement describing the offense(s) for which you have been convicted, the date of those conviction(s), and the court(s) that convicted you.) REDUCED TO MISDEMEANOR OFFENSE

Education: PLEASE REFER TO ATTACHMENT

Business and/or professional experience: ATTACHED

Civic Activities: ATTACHED

Other Personal Information: (optional) —

Ethnicity: (optional) — Sex: (optional) ☑ M ☐ F

Have you attended any meetings of the Board/Commission to which you wish appointment? ☑ Yes ☐ No
Would you be able to attend night meetings? _____ Day meetings? _____ Either ✓
Please state your qualifications (attach supplemental sheet if necessary) ATTACHED

For appointments by the Board of Supervisors, appearance before the RULES COMMITTEE is a requirement before any appointment can be made. *(Applications must be received 10 days before the scheduled hearing.)*

Date: April 4, 2012 **Applicant's Signature:** **(required)** [signature]
Please Note: Your application will be retained for one year.

FOR OFFICE USE ONLY:

Appointed to Seat #: _____ Term Expires: _____ Date Seat was Vacated: _____

Declaration of Interest

Currently I reside in a case management housing site operated under the City's HSA CareNotCash program at TheAllen hotel. At present, this specific program contract is being transitioned from Tenderloin Health to Conard House; the latter agency also operates a DAH program under a contract from DPH. I have resided at TheAllen since late 2009 when I was referred by HOT, after six months in transitional housing under CAAP. Before this, I lived in a doorway of a sympathetic retail business in the Financial District for ten years. Please refer to attached newsclip from the San Francisco Chronicle (June 2, 2009) by C.W. Nevius. Upon referral into HOT, I was diagnosed with a physical disability and qualified for federal SSI benefits. I feel these circumstances fit the eligibility rules set by the City for the Seat 2 vacancy.

I was born in San Francisco, attended Mission High School and grew up in the very first public housing project in the City – the Holly Park projects, which was the initial endeavor of the then nascent, postwar San Francisco Housing Authority.

I hold an abiding interest in the 'state of the shelter' in the City, its' current operating policies and procedures and minimum standards of care and safety for the sheltered residents therein. This interest includes gaining a far more comprehensive understanding of the City's labyrinthine network and mix of shelters and chronic homeless SASH services operated by DPH, HSA, DPW and the Mayor's Office. Also I hold an equal interest with the newer harm reduction strategies that have been mapped and implemented by the innovative efforts of City DPH staff and DPH/HSA subcontractors, now being digested and institutionalized by municipalities nationwide as a replacement for the ineffective and disgraced medico-legal model for treatment of a variety of social problems that can lead to or sustain chronic homelessness. The point of entry for many of the clients now in stabilization and permanent housing sites under HSA/DPH control originated in the City's array of shelters, with direct referrals from shelter operators and HOTstaff.

I am fully knowledgeable with the operation and decision process of both public boards and commissions and those of non-profit and private agencies.

Attached please find a sample of my previous civic activities as well as the aforementioned newsclip.

attachment 1

CV Short Form

Matthew Landy Steen
San Fra[illegible] 94103
e-mail: [illegible] @hotmail.com or
website: http://www.matthewlandysteen.weebly.com

Education :

University of California@Berkeley (History/Ethnic Studies) 1989-1991 (on leave)
Santa Barbara City College (Music/Black Studies) 1988-1989, A.A. Honors
Southern California Institute of Law 1985-1986 (registered w/State Bar)(on leave)
University of California@Santa Barbara (Psychology/Statistics) 1974-1976
Allan Hancock Community College (Sociology/Pre-Crim) 1972-1974, A.A. Honors

Professional Experience :

Shop Foreman, deClerq's Movie Studios, Oakland, CA 1998-2001 (IATSE Local #332)
Administrator/Chief Paralegal, Zenith National Insurance, San Francisco, CA 1994-1997
Commercial energy analyst, Sun Microsystems, Oakland, CA 1993
Recycling Program Co-coordinator, Associated Students, UCBerkeley 1992-1993
Owner/Founder, d/b/a Audiophilia Records, Santa Barbara, CA 1981-1989
Director, Santa Barbara Homeless Shelter, Coalition on Homelessness, Santa Barbara 1986
Deputy Director, Energy, Housing and Employment Programs, Community Action Commission of Santa Barbara County, Santa Barbara, CA 1978-1986
Executive Director, Isla Vista Municipal Advisory Council, Santa Barbara, CA 1976-1978
Acting Planning Director, Isla Vista Municipal Advisory Council, Santa Barbara, CA 1977-78
Administrator, Isla Vista Pre-School Childcare Center, Santa Barbara, CA 1975-1976
Roadie/Rigger, Allman Brothers, Bammies, Grateful Dead, NWA, Poison, Alice Cooper 1970 –

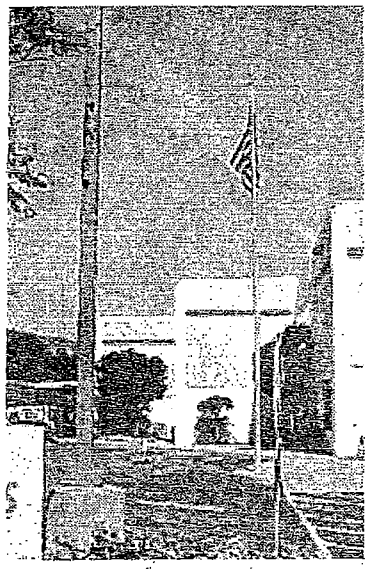
Civic Activities :

Client Advocate, Tenderloin Health, San Francisco, CA 2011-2012
Member, Board of Directors, ASUC Berkeley Campus Recycling Program, 1992-1993
Elected, Board of Trustees, Santa Barbara Community College District 1986-1988
Member, Board of Directors, Toward Utility Rate Normalization (TURN) San Francisco 1985
Vice-President, Association of Southern California Energy Programs, Los Angeles 1981-1986
Founding Member, State of California, Residential Conservation Services Advisory Council (gubernatorial appt/Hon. Jerry Brown) 1982-1985
Public Member, SoCalGas/SoCalEdison/P.G.&E. RCS Advisory Committees 1981-1985
Vice-LocSec, Tri-Counties Mensa (SLO/Santa Barbara/Ventura counties) 1986-1989
Chair, Student Scholarships Committee, Mensa, Santa Barbara 1987-1989
Author, Revised Incorporation Proposal for City of Isla Vista, LAFCO submission 1978
At-Large Member, Goleta Valley Citizen's Planning Council (now Goleta City Council) 1975-79

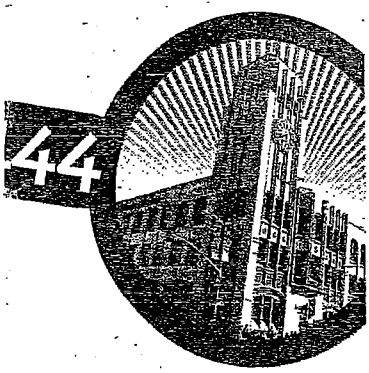
First Class Radiotelephone Operator's License (lifetime), F.C.C. 1982-current

San Francisco Chronicle
SFGate.com

Attorneys for the Debtors and Debtors in Possession
The Debtors in these cases, along with the last four digits of their federal tax identification numbers, are Mervyn's Holdings, LLC (3403), Mervyn's LLC (4456) and Mervyn's Brands, LLC (8850).



Jonathan Curiel / The Chronicle



29 Jose Luis Villegas / Sacramento Bee 2002

Michael Bortin

Lowell High
San Francisco, 1966
Symbionese Liberation Army

C.W. NEVIUS *On San Francisco*

Homeless man's plight a window to city policy

For the past 10 years, a homeless man has been living in the doorway of Norton's Vault on Sacramento Street. He's been there longer than Bill Dunkle has owned the bar, longer than Nick Gaffney, who has an office on the block and has been trying to find him housing, and longer than Gavin Newsom has been mayor.

"Ten years," Gaffney said. "Isn't that crazy?"

Not in San Francisco.

Matthew — he only offered his first name — is a prime example of city's often-dysfunctional homeless network. He insisted he wants to move into supportive housing.

"That's not true," sighed Lt. Mark Solomon, who heads the Police Department's Operation Outreach. "We've done more follow-up with him than anybody. We've offered him services over and over. He doesn't want any."

Solomon said as long as Dunkle gives Matthew permission to sleep in the doorway, there is nothing the city can do. Dunkle is indifferent.

"He doesn't use drugs, he cleans up, and he's not bothering me or my business," Dunkle said. "But I don't have a relationship with him. I've never given him anything."

Meanwhile, since 2007, Gaffney has contacted every city agency to get Matthew housing without success.

Here's the kicker: Recently, Gaffney and his wife were remodeling their home in the Haight and decided to add a stylish, round window.

Naturally, city officials were on that like the wrath of God. The window was not historically accurate and was prohibited.

So when Gaffney heard that Matthew is allowed to live in his cardboard home because it is on private property, he got a wee bit frustrated.

"But you're regulating the hell out of my private property!" he rants.

Good point. But this is San Francisco.

* * *

This month Mimi Yee's Manor House, on Jones in the Tenderloin, will celebrate its 12th anniversary.

Yee's diner is in a building that was renovated by the Tenderloin Neighborhood Development Corp., and she's given a major break on rent in exchange for serving inexpensive meals like the $2.55 hamburger and $4.55 pot roast with soup and dessert.

"Don't want to be rich," Yee said. "Just want to be happy."

* * *

When drawling Atlanta developer David Addington bought the Warfield Theater and other storefronts along blighted central Market Street, there were those who thought he'd overcooked his grits. Addington swore he would turn the area into "the Great White Way," with flashy, wraparound, high-tech electronic advertising.

Now he's getting serious, launching a signature drive to get the project on the November ballot. Fans of graffiti-marked, boarded-up storefronts should not sign.

You can e-mail C.W. Nevius at cnevius@sfchronicle.com.

Board of Supervisors
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place, Room 244
(415) 554-5184 FAX (415) 554-7714

Application for Boards, Commissions and Committees

Application for Appointment to: Shelter Monitoring Committee
Name of Board, Commission, Committee, or Task Force

Seat # or Category (If applicable): 3, 4, 5, & 6 District:

Name: ~~Keith R. Dennis~~ Keith Dennis

Home Address: ~~Homeless/Mailing Address~~ ~~app Street San Francisco CA~~ Zip: ~~94110~~

Home Phone: Occupation:

Work Phone: Employer: Unemployed

Business Address: Zip:

Business E-Mail: Home E-Mail: ~~@hotmail.com~~

Check All That Apply:

A citizen of the United States. ☑ At least 18 years old on or before Election Day. ☑

Not in prison or on parole for a felony conviction ☑

A resident of San Francisco ☑ Yes: ☐ No: (Place of Residence):

Please state your qualifications (attach supplemental sheet if necessary)

Please see attached resume.

Education:

Please see attached resume.

Business and/or professional experience:

Please see attached resume.

Civic Activities:

Please see attached resume.

Ethnicity: (optional) Caucasian Sex: (optional) ☑ M ☐ F

Have you attended any meetings of the Board/Commission to which you wish appointment? ☑ Yes ☑ No

For appointments by the Board of Supervisors, appearance before the RULES COMMITTEE is a requirement before any appointment can be made. .
(Applications must be received 10 days before the scheduled hearing.)
(Please Note: Once Completed, this form, including all attachments, become public record)

Date: _____ **Applicant's Signature: (required)** _____

Please Note: Your application will be retained for one year.

FOR OFFICE USE ONLY:
Appointed to Seat #:_____ Term Expires:_____ Date Seat was Vacated: _____

12/04/09

KEITH R. DENNIS

(510) [illegible]
[illegible]hotmail.com

OBJECTIVE To obtain a position in Restaurant Management with an organization where a strong track record of organizational innovation and operating cost control is needed.

SKILLS and ACCOMPLISHMENTS

- Received "OUTSTANDING EMPLOYEE" award two consecutive years at Spotlight on the Square
- Able to control and reduce liquor costs from 35%+ to 16% at Spotlight on the Square
- Designed Menus and Table Tents for restaurants/bars
- Developed Inventory Systems for restaurants/bars using MS Excel and weekly - monthly tabulation

EXPERIENCE

General Manager — **NICK'S LIGHTHOUSE** — San Francisco, CA

- Cash Reconciliation of daily receipts totaling approx. 15 to 20k per day
- Staff Supervision making sure all functions were being done according to policies, Scheduling of employee shifts by Indentifying peak periods
- Extensive Customer Service with patrons; bringing guests in, handling customer suggestions/complaints, guiding guests to places to visit in San Francisco

General Manager — **SPOTLIGHT on the SQUARE Event Center** — Alameda, CA

- Converted from a Night Club to an Event Center by closing and renovating Interior
- Designed and Implemented all policies and procedures including Inventory Control
- Brought Liquor Cost Down from 35% to 16%
- Oversaw and Planned all types of Events and Functions

General Manager — **LOS DORADOS MEXICAN RESTAURANT** — Glastonbury, CT

- Evaluated and placed purveyor orders
- Conducted Inventory (liquor and food)
- Performed cash reconciliation and made daily deposits
- Interviewed and hired staff

Payroll Manager — **P.P.S. Catering / Gourmet Rail Services** — Alameda, CA

- Set Up Payroll for a 15 person Catering Staff and 30 person Restaurant Staff
- Inventory control of food/perishables and liquor. Identifying areas of loss and correcting
- Installed and Implemented Aloha Register System

WAITER / BARTENDER EXPERIENCE

Massimo Restaurant	Raindancer Restaurant	Evangeline
Brickyard Café	Blue Star Café	Chucks Steak House

ADDITIONAL EXPERIENCE

Manager — **Payless Auto Rental** — Oakland, CA

- Scheduled and supervised up to fifteen staff members
- Checked Car Inventory and allocated daily rental reservations
- Provided customer service through monitoring complaints via the national service center logs as well as BBB
- Established and maintained logs and requirements for OSHA and the EPA
- Tabulated and reconciled employee time cards
- Assembled a company Hazardous Materials HAZMAT / MSDS book.

KEITH R. DENNIS

Grocery Center — **Project Open Hand** (Volunteer) — San Francisco, CA

- Keep Grocery Center Freezers and Coolers stocked and clean
- Assist staff with product rotation

Dining Room Service — **St. Anthony's Foundation** (Volunteer) — San Francisco, CA

- Serving clients lunches with respect and dignity

Career Center Assistant — **Rubicon Programs** (Volunteer) — Hayward, CA

- Assist clients with all aspects of Job Searches including computer operation, resume building, registering on the V.O.S. system
- Troubleshoot and advise clients with problems and projects
- Assist the center with the flow of clients on the computers
- Computer, copy machine, printer, and fax operation and repairs
- Designed forms and log sheets to assist with the daily operation

Donor Procurement — **American Red Cross** (Volunteer) — Oakland, CA

- Assist with procuring people to donate blood and also helped in greeting and registering of donors

EDUCATION

Business Administration / Accounting MORSE SCHOOL OF BUSINESS — Hartford, CT

- Elected to Business Honor Society and Student Government

ServSafe 2002 ServSafe Certification — San Francisco, CA

TIPS 2002 TIPS Course — Alameda, CA

COMPUTER EXPERIENCE

Micros Point of Sale (POS)	Aloha POS	Squirrel POS
MS/DOS Operating System	PeachTree Accounting	Microsoft Word
RealWorld Accounting	PeachTree Payroll	Microsoft Excel
RealWorld Payroll	Lotus 1 2 3	Microsoft Publisher
Windows 95, 98, 2000, XP		

Delores Street Services	2012 – Present
Project Open Hand	2012 – Present
St. Anthony's Foundation	2012 – Present
Rubicon Programs Inc.	2010 – Present
American Red Cross	1998 – Present
Payless Car Rental	2006 – 2010
Nick's Lighthouse Restaurant	2004 – 2005
P.P.S. Catering / Gourmet Rail Services	2001 – 2003
Spotlight on the Square	2000 – 2004
Los Dorados Mexican Restaurant	1986 – 1989

MISSION NEIGHBORHOOD HEALTH CENTER

January 30, 2012

To: Local Homeless Coordinating Board City and County of San Francisco
ZB16, PO Box 7988
San Francisco, CA 94103

Keith Dennis has recently notified Mission Neighborhood Resource Center (MNRC) staff about his desire to be on the Shelter Monitoring Committee. We, at MNRC, would like to recommend/advocate on behalf of Mr. Dennis for the position of Shelter Monitoring Committee Member. Mr. Dennis demonstrates to be responsible, hard working, work well with others, intellectual, and determined in the short time that we have worked with him. We believe that he would be a wonderful Shelter Monitoring Committee Member if granted the opportunity, due to the characteristics that he illustrates to us. Mr. Dennis is a wonderful advocate for other community members at our center and I believe he can continue being a great advocate on the Shelter Monitoring Committee. He has good work history and has been through a lot in his personal life which we believe will help him empathize and be able to truly advocate for his fellow homeless community members. Please consider Mr. Keith Dennis for the position of Shelter Monitoring Committee Member. Please feel free to contact me if you require more information. Thank you very much for your time, it is truly appreciated.

Truly,

MFTI & CM

Siomara De Anda Mar
Bilingual Case Manager and MFTI
Mission Neighborhood Resource Center
165 Capp Street
San Francisco, CA 94110
(415) 869-7977 ext. 1034

DOLORES STREET
COMMUNITY SERVICES
938 Valencia Street San Francisco, CA 94110

August 31, 2012

Megan Owens,
Local Homeless Coordinating Board
ZB25, PO Box 7988
San Francisco, CA

Ms. Owens,

I'd like to support Mr. Dennis' application for the Shelter Monitoring Committee Seat #2.

He has stayed with the Dolores Shelter Program on multiple occasions since January of this year, during which he has contributed significantly to our shelter community as a Food Service volunteer. In this capacity he served meals to nearly 50 people per night. Although we recently implemented a different volunteer food service model, he continues to participate when he sees the need or opportunity.

I believe he can interact well with a wide range of shelter residents and staff, as he does in our small but diverse program. I have seen him motivate others to volunteer that normally would not do so. He has participated in numerous special volunteer projects alongside staff, shelter volunteers, university students, and other volunteers from the community. He has consistently displayed enthusiastic demeanor and positive attitude.

He is a strong and effective communicator, and is committed to helping us improve our shelter environment at the Dolores Shelter Program. Given the opportunity, I believe he would thrive as a committee member and work for the betterment of the shelter system as a whole.

Please do not hesitate to contact me if I can provide additional information in support of Mr. Dennis' application.

Sincerely,

Marion Mendieta

phone 415-282-6209 # fax 415-282-2826
www.dlscs.org

Project Open Hand
meals with love

September 26, 2012

To Whom It May Concern,

Project Open Hand is a partnership of volunteers, donors, and staff working together to provide vital nourishment to people living with HIV/AIDS, seniors, and homebound individuals living with serious illness.

Mr. Keith Dennis began volunteering at Project Open Hand on February 3, 2012. Since that date, he has contributed 204 hours of service to our organization, consistently contributing 6 hours of community service per week in our Grocery Center. Keith is a dedicated and hardworking volunteer and efficiently and reliably sees all tasks through to fruition. We truly appreciate his commitment and contribution to Project Open Hand.

If you have any further questions please contact me at 415-447-2314.

Sincerely,

Rachel Kamen

Rachel Kamen
Volunteer Coordinator
rkamen@openhand.org
415.447.2314

Board of Supervisors
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place, Room 244
(415) 554-5184 FAX (415) 554-7714

RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO
2012 NOV -5 PM 1:32
AK

Application for Boards, Commissions and Committees

Application for Appointment to: 2,4,5,6 (Shelter Monitoring Committee)
Name of Board, Commission, Committee, or Task Force

Seat # or Category (If applicable):

District:

Name: Fiatoru Tony Faataui

Home Address: — Middle Point

Zip: 94124

Home Phone: (415) ——

Occupation: N/A

Work Phone:

Employer:

Business Address:

Zip:

Business E-Mail: faataui415@gmail

Home E-Mail:

Check All That Apply:

A citizen of the United States. Yes

At least 18 years old on or before Election Day. Yes

Not in prison or on parole for a felony conviction Yes

A resident of San Francisco (Yes) No: (Place of Residence):

Please state your qualifications (attach supplemental sheet if necessary)

Education:
High School

Business and/or professional experience:

Civic Activities:

Ethnicity: (optional) Pacific Islander Sex: (optional) (M) F

Have you attended any meetings of the Board/Commission to which you wish appointment? Yes No

For appointments by the Board of Supervisors, appearance before the RULES COMMITTEE is a requirement before any appointment can be made.
(Applications must be received 10 days before the scheduled hearing.)
(Please Note: Once Completed, this form, including all attachments, become public record)

Date: 11-5-12 Applicant's Signature: (required)

Please Note: Your application will be retained for one year.

FOR OFFICE USE ONLY:
Appointed to Seat #:_____ Term Expires:_____ Date Seat was Vacated: _____

12/04/09

Board of Directors

Ken Woods
President

Ryan Darmody
Vice President

Susan Malone
Secretary

Marsha Boyette
Treasurer

Tiffany Gomez
Past President

Jane von Bothmer

Matt Edling

Marie Hurabiell

Greg Maddox

Jason Mandell

Salvador Menjivar

Saudhi Nahir Pérez

Diane Luther
Executive Director

October 23, 2012

To Whom It May Concern:

This letter is my formal recommendation of Tony Faataui to the Shelter Monitoring Committee.

Mr. Faataui has been a participant of our program for the last six months. While a resident with our program, Mr. Faataui has proved to be a very dependable, intelligent participant. He has complied with all of the various rules and procedures that dictate the proper functioning of our program.

Mr. Faataui has been a role model to other residents, while a participant in our program, and his continued advocacy as a member of the Shelter Monitoring Committee would benefit those that have been in a similar situation.

If you have any questions about Mr. Faataui, please feel free to contact me at the information below.

Thank you,

Ralph Payton
Program Director
Hamilton Family Residences and Emergency Center
415-292-9930 Ext. 312

Hamilton Family Center, 1631 Hayes Street, San Francisco, CA 94117 (415) 409-2100

Board of Supervisors
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place, Room 244
(415) 554-5184 FAX (415) 554-7714

Application for Boards, Commissions and Committees

Application for Appointment to: Shelter Monitoring Committee
Name of Board, Commission, Committee, or Task Force

Seat # or Category (If applicable): # 3 District:

Name: Amanda Reichmuth

Home Address: — Washington st #401 Zip: 94109

Home Phone: 716 — Occupation: Case Manager

Work Phone: 415-503-0500 Employer: La Casa de Las Madres

Business Address: 1663 Mission St #225 Zip: 94103

Business E-Mail: amanda@lacasa.org Home E-Mail — @gmail.com

Check All That Apply:

A citizen of the United States. ☑ At least 18 years old on or before Election Day. ☑

Not in prison or on parole for a felony conviction ☑

A resident of San Francisco ☑ Yes: ☐ No: (Place of Residence):

Please state your qualifications (attach supplemental sheet if necessary)

I currently am employed at La Casa de Las Madres and work both at their emergency shelter and The Verona which provides housing to formerly homeless women.

Education:

I have my Masters in Sociology and my Bachelors in Communication Arts from St. John's University.

Business and/or professional experience:

Please see the attached resume.

Civic Activities:

Ethnicity: (optional) Sex: (optional) ☐ M ☑ F

Have you attended any meetings of the Board/Commission to which you wish appointment? ☐ Yes ☑ No

For appointments by the Board of Supervisors, appearance before the RULES COMMITTEE is a requirement before any appointment can be made.
(Applications must be received 10 days before the scheduled hearing.)
(Please Note: Once Completed, this form, including all attachments, become public record)

Date: 11-5-12 **Applicant's Signature: (required)** [signature]

Please Note: Your application will be retained for one year.

FOR OFFICE USE ONLY:
Appointed to Seat #:_____ Term Expires:_____ Date Seat was Vacated: _____

12/04/09

AMANDA E REICHMUTH
Washington St #401, San Francisco, CA 94109 • 71[illegible] — — @gmail.com

Education:

St. John's University — Queens, NY
- Master of Arts in Sociology; May 2008 — Cumulative GPA: 3.94/4.0
- Bachelor of Science in Communication Arts; May 2007 — Cumulative GPA: 3.93/4.0

Minors in Business Administration and International Studies

St. John's University Study Abroad Program, Spring 2005 — Rome, Italy

City College of San Francisco, Fall 2010 + Spring 2011 — San Francisco, CA

Conversational Spanish

Employment:

La Casa de Las Madres – Shelter and Verona Hotel — San Francisco, CA

7/12 – present — Case Manager

- Support residents in choosing how to move forward after the violence
- Assist women and families with referrals and advocacy in obtaining the needed services
- Foster a positive relationship with Property Management to aid residents in maintaining housing at The Verona
- Hold weekly workshops on housing options at the shelter
- Hold multiple groups monthly at The Verona Hotel
- Plan and schedule outside speakers to educate and inform residents
- Produce regular progress notes and service forms

Riley Center Services for Battered Women — San Francisco, CA

7/10 – present — On-Call Domestic Violence Staff

- Listen to client concerns and assist
- Assess and manage crises overnight as the only staff on site
- Maintain a safe house for clients

Hamilton Family Residences — San Francisco, CA

12/10 – 7/12 — Family Case Manager

- Complete intakes and assessments of new families to learn needs and applicable goals
- Advocate for families with outside agencies for housing, mental health and other assistances
- Provide crisis counseling and safety planning to families as needed
- Meet regularly with other staff for case review to coordinate services and assess progress
- Maintain detailed records and reports of services provided
- Offer clients harm reduction techniques for drug use and other high risk behaviors

St. Vincent de Paul Society of Alameda County — Oakland, CA

3/10 – 12/10 — Women and Children's Visitation Center Manager

- Create and maintain relationships with agencies that assist the organization and clients
- Manage and train staff and volunteers
- Plan and implement programs for women and children for education and advancement
- Maintain a peaceful and safe environment for staff and clients
- Maintain accurate record of services provided daily and compile reports monthly
- Plan and carry out annual and one-time events
- Connect clients with other parts of St Vincent DePaul and other agencies as needed

AmeriCorps– Riley Center Services for Battered Women — San Francisco, CA

8/08 – 8/09 — Women's Domestic Violence Case Manager (Intern)

- Assist clients in achieving goals we set together through referrals, advocacy and accompaniment
- Educate survivors on their rights for physical, emotional and sexual safety
- Train clients in safety planning methods
- Answer Domestic Violence Crisis Line to counsel and screen callers
- Complete intake assessments with new clients

Skills:

Training: State of California Domestic Violence Counselor Training Certification, CAA
Computer: Microsoft Word, Power Point, Excel, SPSS, Outlook, SalesForce, ETO and Internet Research
Languages: Some Spanish

Board of Supervisors
City and County of San Francisco
1 Dr. Carlton B. Goodlett Place, Room 244
(415) 554-5184 FAX (415) 554-7714

Application for Boards, Commissions and Committees

Application for Appointment to: Shelter Monitoring Committee
Name of Board, Commission, Committee, or Task Force

Seat # or Category (If applicable): Seat #3 or Seat #4 District:

Name: Caroline Caselli

Home Address — Shotwell Street, San Francisco CA Zip: 94110

Home Phone: 408- — Occupation: Case Manager

Work Phone: 415-550-4478 ext 222 Employer: Catholic Charities CYO

Business Address: 899 Guerrero Street, San Francisco CA Zip: 94110

Business E-Mail: ccaselli@ccyo.org Home E-Mail: — @gmail.com

Check All That Apply:

A citizen of the United States. ☑ At least 18 years old on or before Election Day. ☑

Not in prison or on parole for a felony conviction ☑

A resident of San Francisco ☑ Yes: ☐ No: (Place of Residence):

Please state your qualifications (attach supplemental sheet if necessary)

I've been working with homeless families for almost 2 years, and I strongly believe that having dignified shelter is critical to families' ability to get placed in permanent or transitional housing.

Education:

B.A Communication, B.A Gender Studies at the University of Southern California, December 2008

Business and/or professional experience:

Worked at Catholic Charities CYO as the employment case manager and the family case manager since January 2011 with homeless families. See attached resume.

Civic Activities:

Youth Exploring Passion, Women's Student Assembly from 2007-2008. See attached resume.

Ethnicity: (optional) Sex: (optional) ☐ M ☑ F

Have you attended any meetings of the Board/Commission to which you wish appointment? ☑ Yes ☐ No

For appointments by the Board of Supervisors, appearance before the RULES COMMITTEE is a requirement before any appointment can be made.
(Applications must be received 10 days before the scheduled hearing.)
(Please Note: Once Completed, this form, including all attachments, become public record)

Date: 11/4/12 **Applicant's Signature: (required)** Caroline Caselli

Please Note: Your application will be retained for one year.

FOR OFFICE USE ONLY:
Appointed to Seat #:_____ Term Expires:_____ Date Seat was Vacated:_____

12/04/09

Caroline M. Caselli

Shotwell Street · San Francisco, CA 94110 · @gmail.com

11/4/12

To the Shelter Monitoring Committee:

My name is Caroline Caselli, and I'm writing to express my interest in Seat 3 or 4 of the Shelter Monitoring Committee.

I've worked directly with homeless families at St. Joseph's Family Center since January 2011 both in a case management and a job developer role. I help place homeless clients in permanent or transitional housing, while also referring clients for help with immigration, mental health, and legal issues. Prior to that, I interviewed low-income clients at food pantries for a non-profit research project called Quick! Help for Meals, in order to learn about the relationship between vegetable intake and availability of tailored recipes.

I've had the opportunity to interact with the Shelter Monitoring Committee several times in my tenure, and I'd like to get more involved, in order to better ensure shelters are providing quality care to clients. I believe my Spanish language capabilities and passion for improving shelter conditions would sever the Committee well.

Thank you so much for your consideration of my appointment to the Shelter Monitoring Committee. If you have any questions, feel free to contact me at 415-550-4478 ext 222.

Caroline Caselli

Caroline Caselli
Bilingual (English/Spanish) Case Manager
St. Joseph's Family Center
899 Guerrero Street
San Francisco, CA 94110
415-550-4478 ext. 222
Fax: 415-550-4479

Caroline M. Caselli

— Shotwell Street · San Francisco, CA 94110 · —— —— gmail.com

WORK EXPERIENCE

Catholic Charities CYO. San Francisco, CA.
BILINGUAL FAMILY CASE MANAGER — May 2011 - present

- Consistently exceeded contract goals of placing 65% of homeless families in permanent or transitional housing
- Referred clients to mental health, substance abuse, and other needed services
- Coordinated with other providers to provide integrated support to clients
- Reported shelter statistics internally to Catholic Charities and externally to HSA
- Designed financial literacy program to educate 10 low-income families about emergency savings accounts, college planning, and goal achievement

PART TIME BILINGUAL EMPLOYMENT CASE MANAGER — January 2011 - May 2011

- Created customized employment and educational plans for shelter clients
- Facilitated resume and cover letter improvement through education and individualized suggestions
- Introduced and educated clients about social media and networking
- Coordinated volunteer tutors to assist with GED, ESL, and interview preparation

Drake International Staffing Agency. Adelaide, AU.
CLAIMS REGISTRATION OFFICER, FAIR WORK OMBUDSMAN — April 2010 – July 2010

- Registered over 1000 claims from across Australia
- Called complainants to verify claims and gather additional complaint information
- Validated customer concerns, proposed alternative solutions, and mediated resolutions
- Researched employer history to ensure accurate litigation against unfair labor practices

Pathways Hospice Foundation. San Jose, CA.
OFFICE COORDINATOR — March 2009 – September 2009

- Used Raiser's Edge and Mail Merge to create customized thank you letters
- Streamlined the budget spreadsheet organization to improve search queries
- Downloaded all online donations as well as handling all incoming checks and input them into system
- Photoshop/InDesign work that appeared in 10,000 brochures sent out to bereavement clients

Quick! Help for Meals. Los Angeles, CA.
RESEARCH ASSISTANT — August 2007 - May 2008

- Recruited and interviewed food pantry clients in English and Spanish
- Dispensed vegetables / tailored recipes to food pantry clients
- Approached clients in a sensitive and friendly manner

LEADERSHIP & SERVICE EXPERIENCE

Feminist Majority Leadership Alliance President — January 2007 – December 2008

- Raised $2000 to fund four FMLA members to attend the Young Women's Leadership Conference and Congressional Day of Action in Washington DC
- Held dynamic weekly meeting and hosted a multitude of progressive speakers

Youth Exploring Passion — January 2007 – May 2008

- Mentored a low-income pregnant teenager at Thomas Riley High School to attend college
- Tutored the student for the SAT and acted as a liaison between administrators and the student

Hillary Clinton for President Campaign Associate. Los Angeles, CA. — June 2007 – August 2007

- Wrote and edited speeches and letters for the Senator
- Grassroots organizing for San Bernardino; successfully cold-called residents to persuade them to volunteer

SKILLS

Computer: Microsoft Office Suite; Adobe Photoshop; Adobe Illustrator; Adobe InDesign; Raiser's Edge
Foreign Language: Fluent in Spanish (Lived in Argentina for 6 months)
Hobbies: SCUBA Divemaster; Avid hiker/runner (Climbed Mt. Kilimanjaro after studying abroad in Cape Town); Photographer; WWOOFer (Willing Worker on Organic Farms)

EDUCATION

University of Southern California. Los Angeles, CA. — December 2008
Bachelor of Arts in Communication and Gender Studies, Minor in Photo

- Graduated cum laude (cumulative GPA 3.54; major GPA 3.76)
- Sigma Alpha Lambda Honor Society

St. Joseph's Family Center
Catholic Charities CYO

899 Guerrero Street
San Francisco CA 94110
Tel 415 550-4478 Fax 415 550-4479
www.cccyo.org

11/8/12

To the Shelter Monitoring Committee:

I would like to nominate Caroline Caselli for Seat 4 of the Shelter Monitoring Committee. She has provided strong advocacy around housing and job placement to the homeless since January 2011. She would be an excellent candidate to inspect shelters and ensure they comply with the Standards of Care, as she is already familiar with the Standards in her current position.

Thank you!

Jose Landaverde
Program Manager
St. Joseph's Family Center
899 Guerrero Street
San Francisco, CA 94110
415-550-4478 ext. 242
Fax: 415-550-4479

ST. JOSEPH'S FAMILY CENTER
Catholic Charities CYO

899 Guerrero Street
San Francisco CA 94110
Tel 415 550-4478 Fax 415 550-4479
www.cccyo.org

10/24/11

I, Jose Landaverde, confirm that Caroline Caselli has been working for St. Joseph's Family Center from January 2011 to the present.

Jose Landaverde
Program Manager
St. Joseph's Family Center
899 Guerrero Street
San Francisco, CA 94110
415-550-4478 ext. 222
Fax: 415-550-4479

File # 121103

Received in Committee 11/15/12 JM.

City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Supervisor Jane Kim, Rules Chair
Supervisor David Campos
Supervisor Mike Farrell

FROM: Bernice Casey, Committee Staff

DATE: November 15, 2012

RE: **Appointment of Shelter Monitoring Committee Members**

The Shelter Monitoring Committee currently has six expired seats, four of which are vacant, for your consideration at the today's Rules Committee meeting. All applicants who are seeking appointment should have the following information:

- Each applicant will be required to set aside 20 hours a month for the work of the Committee; s/he must attend a monthly meeting held the third Wednesday of every month and must conduct a minimum of two site visits per month. The site visits usually take place after 5:00 pm. In the past three quarters, the Committee has failed to meet minimum site inspections based on the lack of membership as well as the lack of participation by some of its current Committee Members. **The Committee is in need of individuals who can commit to these time periods and if into the term they recognize they cannot meet the requirements, they should resign.**

- **Each applicant should be able to work in a respectful manner with shelter staff and shelter clients when conducting site inspections.**

- Each applicant should note that the Committee is an information-gathering body charged with conducting inspections and submitting quarterly, or as needed, reports to the Mayor's Office and the Board of Supervisors regarding shelter conditions and policy recommendations. Additionally, the Committee takes, issues, and investigates Standard of Care complaints, which are complaints regarding health, safety, facility, staff, and disability access issues within shelters. The Committee does not have oversight over the shelters, shelter management, and staff. **It is important that any perspective Member understands the Committee's legislated function and works within those parameters.**

- Language capacity is important for accessing all sites and interfacing with shelter clients. The Committee has not had consistent and participating Spanish-speaking Members in over two years. This has placed additional responsibilities on Committee staff. To full meet the Mission of the Committee, the Committee needs bilingual Members, specifically Spanish speakers.

Mission Statement

The Shelter Monitoring Committee is an independent vehicle charged with documenting the conditions of shelters and resource centers to improve the health, safety, and treatment of residents, clients, staff, and the homeless community. The Committee's mission is to undertake this work recognizing individual human rights and promoting a universal standard of care for shelters and resource centers in the City and County of San Francisco.

1380 Howard Street, First Floor
San Francisco, CA 94103
www.sfgov.org/sheltermonitoring

(415) 255-3642 (phone)
(415) 255-3629 (fax)
shelter.monitoring@sfgov.org

San Francisco
BOARD OF SUPERVISORS

Date Printed: November 6, 2012 Date Established: November 23, 2004

Active

SHELTER MONITORING COMMITTEE

Contact and Address:

Bernice Casey
Shelter Monitoring Committee
1380 Howard Street, 1st Floor
San Francisco, CA 94103

Phone: (415) 255-3653
Fax: (415) 252-3629
Email: shelter.monitoring@sfgov.org

Authority:

Ord. No. 283-04; Article XII of Article 20 of the SF Administrative Code; Ord. No. 150-07.

Board Qualifications:

Administrative changes to seats 1 and 2 made for clarification to meet mandated positions in Ordinances 283-04 and 150-07.

The purpose of the Committee is to provide the Mayor, the Board of Supervisors, the Local Homeless Coordinating Board, the public, and any other appropriate agency with accurate, comprehensive information about the conditions in and operations of shelters, as well as City policies in place that affect operations of shelters or their impact on shelter clients. The Department of Public Health shall provide administrative support for the Committee.
The Committee shall consist of 13 members, one of whom shall be a homeless person (or homeless within the 3 years prior to appointment) with a disability and one of whom shall be a homeless person (or homeless within the 3 years prior to appointment) living with their homeless child who is under the age of 18.
The 13 members of the Committee shall be appointed as follows:
Three members shall be appointed by the Mayor, including one member from the Department of Human Services;
One member from the Department of Public Health; and
One member who is homeless or formerly homeless and who has experience providing direct services to the homeless through a community setting.
Six members shall be appointed by the Board of Supervisors including: two homeless or formerly homeless (within the 3 years prior to appointment) individuals, one with a disability and one living with their homeless child under age 18; one member who has experience

"R Board Description" (Screen Print)

providing direct services to the homeless through a community setting; one member selected from a list of candidates that are nominated by community agencies that provide behavioral health, housing placement, or other services to the homeless; and two members selected from a list of candidates that are nominated by non-profit agencies that provide advocacy or organizing services to homeless people, one of which is homeless or formerly homeless.
Four members shall be appointed by the Local Homeless Coordinating Board, including: one member selected from a list of candidates that are nominated by non-profit agencies that provide advocacy or organizing services to homeless people; two members who have experience providing direct services to the homeless through a community setting, one of which is formerly homeless; and one member shall be homeless or formerly homeless and selected from a list of candidates that are nominated by community agencies that provide behavioral health, housing placement, or other services to homeless individuals.

In making their appointments to the Committee, the appointing authorities are encouraged to select people who are bilingual.

The term of office of each Committee member shall be two years. In the event that a vacancy occurs during the term of office of any Committee member, a successor shall be appointed to complete the expired term of office. The interim appointment shall be made in the same or similar manner that governed the initial appointment of the departing member.
The Committee shall meet a minimum of once per quarter at such times and places as the Committee shall designate. The location of the meetings shall be accessible to the public and the meetings shall comply with applicable public meeting requirements under state and local law.
The Committee shall monitor the attendance of Committee members. In the event that any Committee member misses three regularly scheduled meetings in a six-month period without prior notice to the Committee, the Committee shall certify in writing that the member missed three meetings in a six-month period of time. On the date of such certification, the member shall be deemed to have resigned from the Committee. The Committee shall notify the appointing authority accordingly and request the appointment of a new member.

Sunset Date: None specified

Reports: The Committee shall prepare and submit quarterly reports that shall include but not be limited to information on the following: safety in the shelter, cleanliness in the shelter, disability access to and within the shelter, family life in the shelter, a review of policies and procedures in place at the shelter and any information received regarding the treatment and personal experiences of shelter residents. In order to enable the Committee to prepare reports required under this subsection, City departments that contract for services at a shelter that is under review must respond within 15 days to any reasonable request for information submitted by the

"R Board Description" (Screen Print)

Committee relative to the shelter or to City policies that affect operations of shelters or their impact on shelter clients. The reports shall also include recommended action steps for the shelter and for the City department that contracts for services at the shelter. City departments and the reports referenced in this subsection shall not identify shelter residents or disclose any confidential information concerning shelter residents consistent with state and federal law. The Committee may issue emergency reports at any time it deems necessary. The reports shall be provided to: 1) the Mayor, 2) the Board of Supervisors, 3) the Local Homeless Coordinating Board, 4) the appropriate city department responsible to take action, 5) the city department that contracts for services at the shelter, 6) the shelter under review, and 7) the public. These reports shall be public documents. Any city department identified in the report as responsible to take action recommended in the report shall, within 30 days of issuance of the report, provide to the Board of Supervisors a departmental report setting forth how the department intends to respond to the Committee's recommendations.

"R Board Description" (Screen Print)