

1 [Board Response - Civil Grand Jury Report – At Scale, At Risk - Upgrading Data and
2 Oversight to Improve Homelessness Services]

3 **Resolution responding to the Presiding Judge of the Superior Court on the findings**
4 **and recommendations contained in the 2025-2026 Civil Grand Jury Report, entitled “At**
5 **Scale, At Risk: Upgrading Data and Oversight to Improve Homelessness Services;” and**
6 **urging the Mayor to cause the implementation of accepted findings and**
7 **recommendations through his department heads and through the development of the**
8 **annual budget.**

9
10 WHEREAS, Under California Penal Code, Section 933 et seq., the Board of
11 Supervisors must respond, within 90 days of receipt, to the Presiding Judge of the Superior
12 Court on the findings and recommendations contained in Civil Grand Jury Reports; and

13 WHEREAS, In accordance with California Penal Code, Section 933.05(c), if a finding or
14 recommendation of the Civil Grand Jury addresses budgetary or personnel matters of a
15 county agency or a department headed by an elected officer, the agency or department head
16 and the Board of Supervisors shall respond if requested by the Civil Grand Jury, but the
17 response of the Board of Supervisors shall address only budgetary or personnel matters over
18 which it has some decision making authority; and

19 WHEREAS, Under San Francisco Administrative Code, Section 2.10(a), the Board of
20 Supervisors must conduct a public hearing by a committee to consider a final report of the
21 findings and recommendations submitted, and notify the current foreperson and immediate
22 past foreperson of the Civil Grand Jury when such hearing is scheduled; and

23 WHEREAS, In accordance with San Francisco Administrative Code, Section 2.10(b),
24 the Controller must report to the Board of Supervisors on the implementation of
25

1 recommendations that pertain to fiscal matters that were considered at a public hearing held
2 by a Board of Supervisors Committee; and

3 WHEREAS, The 2025-2026 Civil Grand Jury Report, entitled “At Scale, At Risk:
4 Upgrading Data and Oversight to Improve Homelessness Services” (“Report”) is on file with
5 the Clerk of the Board of Supervisors in File No. 260730, which is hereby declared to be a
6 part of this Resolution as if set forth fully herein; and

7 WHEREAS, The Civil Grand Jury has requested that the Board of Supervisors respond
8 to Finding Nos. F1, F2, and F3, as well as Recommendation Nos. R1.1, R1.4, R2.1, R3.1
9 contained in the subject Report; and

10 WHEREAS, Finding No. F1 states: “HSH has not used Critical Incident Reports
11 effectively to identify troubling patterns or to improve safety at housing sites;” and

12 WHEREAS, Finding No. F2 states: “HSH is lagging in its efforts to present data that
13 allows for benchmarking nonprofits among themselves by program or housing type, and to
14 use data as a trigger for automated, and targeted program monitoring;” and

15 WHEREAS, Finding No. F3 states: “HSH’s cessation of the established practice of
16 submitting certain contracts to HOC for review and consent and notifying HOC of all renewals
17 and extensions as line items, undermines HOC’s impact as a governing oversight body;” and

18 WHEREAS, Recommendation No. R1.1 states: “By December 2026, HSH should
19 maintain aggregated and anonymized data in a business intelligence-driven dashboard,
20 updated no less than monthly, that allows the user to search and filter the data set by coded
21 incident (deaths, overdoses, acts/threats of violence, sexual assault, denial of service),
22 nonprofit provider, housing type, and location (zip code), by year;” and

23 WHEREAS, Recommendation No. R1.4 states: “By December 2027, HSH should
24 designate the most serious coded incident categories in CIRs as standards in a separate
25 section required in all its nonprofit contracts, tentatively titled, ‘Safety Standards.’ The Safety

Standards section should also include thresholds for triggering additional, targeted review;”
and

WHEREAS, Recommendation No. R2.1 states: “By December 2026, HSH should
begin publishing business intelligence-driven data dashboards for HOC and the public that
showcase performance aligned to the Performance Measurement Plan to meet HOC’s and
the public’s need for full transparency on the data and metrics that guide HSH’s decision-
making;” and

WHEREAS, Recommendation No. R3.1 states: “By December 2026, HSH should
return contract renewals and extensions to HOC’s consent calendar;” and

WHEREAS, In accordance with California Penal Code, Section 933.05(c), the Board of
Supervisors must respond, within 90 days of receipt, to the Presiding Judge of the Superior
Court on Finding Nos. F1, F2, and F3, as well as Recommendation Nos. R1.1, R1.4, R2.1,
R3.1 contained in the subject Report; now, therefore, be it

RESOLVED, That the Board of Supervisors reports to the Presiding Judge of the
Superior Court that they _____ with Finding No. F1 for the following reasons:
_____ ; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports to the Presiding Judge
of the Superior Court that they _____ with Finding No. F2 for the following reasons:
_____ ; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports to the Presiding Judge
of the Superior Court that they _____ with Finding No. F3 for the following reasons:
_____ ; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation
No. R1.1 _____ ; and, be it

1 FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation
2 No. R1.4 _____; and, be it

3 FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation
4 No. R2.1 _____; and, be it

5 FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation
6 No. R3.1 _____; and, be it

7 FURTHER RESOLVED, That the Board of Supervisors urges the Mayor to cause the
8 implementation of the accepted findings and recommendations through his department heads
9 and through the development of the annual budget.