

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**

- |                                     |                                     |  |
|-------------------------------------|-------------------------------------|--|
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Motion                                       |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Resolution                                   |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Ordinance                                    |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Legislative Digest                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Budget Analyst Report                        |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Legislative Analyst Report                   |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Youth Commission Report                      |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Introduction Form (for hearings)             |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Department/Agency Cover Letter and/or Report |
| <input type="checkbox"/>            | <input type="checkbox"/>            | MOU  |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Grant Information Form                       |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Grant Budget                                 |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Subcontract Budget                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Contract/Agreement                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Award Letter                                 |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Application                                  |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Public Correspondence                        |

**OTHER**

(Use back side if additional space is needed)

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Completed by: Linda Wong  
Completed by: L.W.

Date 11/9/12  
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

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

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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

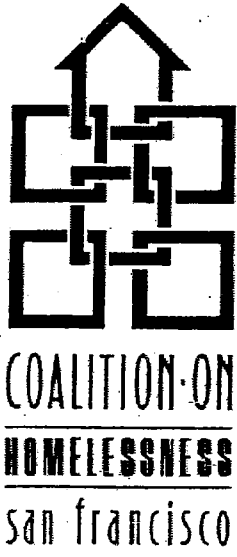
Ethnicity: (optional) Latina Sex: (optional)  M  F

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

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



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.

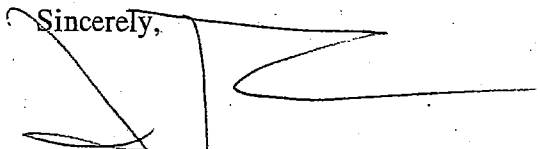
Firstly, I can certify that Ms. D'Antonio meets the prerequisites for each of these seats. She has been homeless with a minor child within the past 3 years, works with the homeless community as a service provider and for an advocacy organization.

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



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): Seats 2 - I AM CURRENT and (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: JENNIE PARRILLA  
 Home Address: SACRAMENTO ST #342 SAN FRANCISCO CA Zip 94118  
 Home Phone: 415- Home Fax: 415- Email: JPARRILLA@ATTN.COM  
 Work Phone: 415- Home Phone: 415- Home Fax: 415- Email: JPARRILLA@ATTN.COM  
 Business Address: SACRAMENTO ST #342 SAN FRANCISCO CA Zip 94118  
 E-Mail Address: JPARRILLA@ATTN.COM Fax #: 415-

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: Calvin High School - Graduated 1969 - DePaul College - 1994 - City Council of San Francisco CA ON AND OFF SINCE 1970

Business and/or professional experience: SERVING HOMELESS @ St Anthony's Food Pantry - 1995-1996  
SERVING HOMELESS @ St Peter & 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 RESOURCES INFO  
AND HELPED WITH RESUME - Collecting money to Welfare GA Social Security  
 Other Personal Information: (optional) Volunteered Intern in Michelle Alinto - PIERCE OFFICE  
Over 4 years in office - I eat my ADMINISTRATIVE ASSISTANT - for SUPERVISOR - 3 Legislative  
 Ethnicity: (optional) MEXICAN-PURTO RICAN - ITALIAN AMERICAN Sex: (optional)  M  F PIPES

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) I HAVE BEEN IN COMPANY OF DEBORAH 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) Jennie Parrilla  
 Please Note: Your application will be retained for one year.

FOR OFFICE USE ONLY:

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

08-28-2012

JENNIE PARRILLA  
GRAT 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 NEARBY FROM MY  
EXPERIENCE @ MY STAY IN MARIANNE RESIDENCE.

I VOLUNTEERED @ MICHELLE ADAMS PEE OFFICE

AND I KNOW 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 WAITING TO BE CALLED BY

3 PLACES I AM ON WAITING LIST UNTIL CALLED

I WAS ALSO COMMISSION STATE OF WOMEN - LOCAL 3 - OREGON.

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, CEO

415 447 9860



Christine D. Morrison, SFO  
Chief Executive Officer

350 Golden Gate Avenue  
San Francisco, CA 94102

(415) 592-2872  
(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 Mentoring Committee  
Name of Board, Commission, Committee, or Task Force

Seat # or Category (if applicable): 3, 4 District: \_\_\_\_\_

Name: Nicholas Kama

Home Address: 3400 ams #44 Zip: 94121

Home Phone: 516 Occupation: Shelter Clerk Advocate

Work Phone: 415 346 7685 Employer: Community Housing Partnership

Business Address: 468 Turk St Zip: 94102

Business E-Mail: nkama@chp-sf.org Home E-Mail: \_\_\_\_\_ nkama@comcast.net

**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 on shelters & support clients through grievance process. I have a close relationship w/ all shelter providers

Education:  
B.A. in Sociology from University of San Francisco

Business and/or professional experience:  
Overseas worker w/ HIV Prevention sector of SFPD's AIDS office  
Shelter Clerk 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: 11/17 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: \_\_\_\_\_

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



**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: 8th Street, SF, CA Zip: 94108

Home Phone: 415- \_\_\_\_\_ Occupation: unemployed, currently 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: \_\_\_\_\_



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



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, 6<sup>th</sup> 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

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](mailto:eancker@compass-sf.org)

Matthew Luton  
Shelter Monitoring Committee Vice Chair  
[mwluton@gmail.com](mailto:mwluton@gmail.com)

Ramon Lacayo  
Shelter Monitoring Committee Secretary  
[lacayoramon415@gmail.com](mailto: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 Mentoring 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: ifiveman.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 it 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: \_\_\_\_\_



# ECS

Episcopal Community Services of San Francisco

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): the seat that's 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 Toney  
Home Address: Polk St #49 SF, CA 94102 Zip: \_\_\_\_\_  
Home Phone: \_\_\_\_\_ Occupation: \_\_\_\_\_  
Work Phone: \_\_\_\_\_ Employer: \_\_\_\_\_  
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: G.E.D. / College

Business and/or professional experience: Alta Assist, Recreation Co-ordinator, Peer Supporter

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) Resourceful, Strong Community, Cultural & Organizational Skills, Team Player, Determination  
Homeless since 2002 to current

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 3rd '12 Applicant's Signature: (required) Adaline Toney  
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



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 2 District: \_\_\_\_\_

Name: DEBORAH ANN WHITE

Home Address: (family) 16 Allister St #203 petition of Wrongful Eviction  
 Zip: 94115

Home Phone: 415 Occupation: Layoff 3.5 years as Senior

Work Phone: pay as go Employer: Looking for work, need clear legal matter of eviction  
 Zip: 94115

Business Address: \_\_\_\_\_

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)  
Wrongful Eviction, reward injured to right elbow fracture  
Well rise in presentation as senior creative ad concepts via concept of coll-oration ideas. Honorary skill of photography team. Artist abilities of painting sketching and poetry writing. Management of positive nature of people crew 10 to 25 pr. photography include to achieve object.

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

Business and/or professional experience:  
Freelance Creative Senior Art Director for 10 years ending asking rate on market  
Macy's Senior Art Director at Sale Promotion 16 years ending salary \$78,000 project

Civic Activities:  
San Francisco Public Library Commission meeting giving idea of improvement interacting with communication skill and mentoring on site students sharing with additional work ideas for improvement. Help also San Francisco Board of Education, academic studies along with other Dr. Williams Cobbs Elementary School

Ethnicity: (optional) African American 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: 10/29/2012 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: \_\_\_\_\_

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 SAN FRANCISCO  
 2012 NOV - 1 AM 9:22

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

September 18, 2012

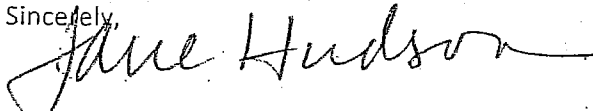
Deborah A. White  
McAllister St. #203  
San Francisco, CA 94115

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

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

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 SAN FRANCISCO

2012 OCT 22 AM 9:11

**Application for Boards, Commissions and Committees**

Ak

Application for Appointment to:

*Seat 2*

Name of Board, Commission, Committee, or Task Force

Seat # or Category (If applicable):

District:

Name: *HEATHER LYNN HOTCHKIN*

Home Address:

*HOWARD S.F. CA*

*DISABLED*

Zip: *94103*

Home Phone: *415*

Occupation:

*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*

*OP - caregiver 8 years*

Civic Activities:

*Medical Caregiver - Referred people to OP center*  
*Shelter - Referred people to OP center*

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) *Heather Hotchk*

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
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? [X] yes [ ] no

Print Name: Han Moten
Home Address: Homeless / General Delivery SFCA Zip 94142
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? [X] 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 [X] 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 Worker

Civic Activities: LGBT Cyber Center Volunteer / Guide Kitchen

Other Personal Information: (optional)

Ethnicity: (optional) other: white/mix Sex: (optional) [X] 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) [Signature]

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



Board of Supervisors  
 City and County of San Francisco  
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 2012 JAN 13 PM 12:30

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 e II District: \_\_\_\_\_

Name: Serebee, Lamont Deangelo

Home Address: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: 415 \_\_\_\_\_ Occupation: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Employer: \_\_\_\_\_

Business Address: \_\_\_\_\_ Zip: \_\_\_\_\_

Business E-Mail: \_\_\_\_\_ Home E-Mail: \_\_\_\_\_  
@ nymail

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:  
Dorland 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) [Signature]  
Please Note: Your application will be retained for one year.

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



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

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2012 JAN 13 PM 12:30

**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: Worfolk 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 Montgomey 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



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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

2012 APR -6 PM 1:23

AK

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): #7

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 Address: \_\_\_\_\_ Zip: \_\_\_\_\_  
E-Mail Address: @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) Matthew Steen  
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 Francisco 94103  
e-mail: [\\_\\_\\_\\_\\_@hotmail.com](mailto:_____@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, UC Berkeley 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  
216  
First Class Radiotelephone Operator's License (lifetime), F.C.C. 1982-current

1 The Deities in these cases, along with the last four digits of their federal tax identification numbers are Meyer's Holdings, LLC (3403), Meyer's LLC (4456) and Meyer's Brands, LLC (8850).



Jonathan Curiel / The Chronicle

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.

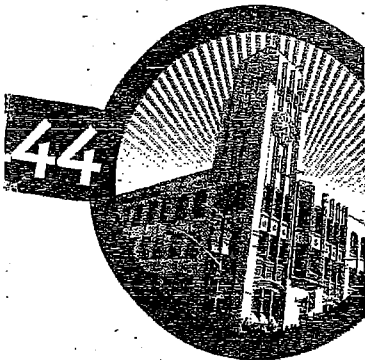
Yee's diner is in a building that was renovated by the Tenderloin Neighborhood Development Corp., and she's given a major break on rent in exchange for serving inexpensive meals like the \$2.55 hamburger and \$4.55 pot roast with soup and dessert.

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

\* \* \*

When drawing 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.



29

Jose Luis Villegas / Sacramento Bee 2002

**Michael Bortin**

**Lowell High**  
San Francisco, 1966  
Symbionese Liberation Army



You can e-mail  
C.W. Nevius  
at [cnevius@sfchronicle.com](mailto: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: 10

Name: 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. [X] At least 18 years old on or before Election Day. [X]
Not in prison or on parole for a felony conviction [X]
A resident of San Francisco. [X] 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) [X] M [ ] 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: Applicant's Signature: (required) [Signature]

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

**KEITH R. DENNIS**

notmail.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 Identifying 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  
Brickyard CaféRaindancer Restaurant  
Blue Star CaféEvangeline  
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**

Page 2

- 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   |                      |                     |

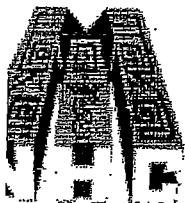
- |   |                |
|---|----------------|
| Delores Street Services                 | 2012 – Present |
| Project Open Hand                       | 2012 – Present |
| St. Anthony's Foundation                | 2012 – Present |
| Rubicon Programs Inc.                   | 2010 – Present |
| American 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    |



01/31/2012 15:03 415552395

MNRC

PAGE 02/02



## MISSION NEIGHBORHOOD HEALTH CENTER

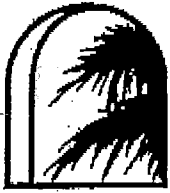
January 30, 2012

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,

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,



Marlon Mendleta



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  
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

Application for Boards, Commissions and Committees

Application for Appointment to: 245,6 (Shelter Monitoring Committee) 2012 NOV -5 PM 1:32  
Name of Board, Commission, Committee, or Task Force AK

Seat # or Category (If applicable):

District:

Name: Fiaton Tony Faatau

Home Address: middle Point

Zip: 94124

Home Phone: (415) \_\_\_\_\_ Occupation: N/A

Work Phone: \_\_\_\_\_ Employer: \_\_\_\_\_

Business Address: \_\_\_\_\_ Zip: \_\_\_\_\_

Business E-Mail: faatau@disd.org-mail 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) [Signature]

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 Directors

Ken Woods  
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Greg Maddox

Jason Mandell

Salvador Menjivar

Saudhi Nahir Pérez

Diane Luther  
*Executive Director*

October 23, 2012

To Whom It May Concern:

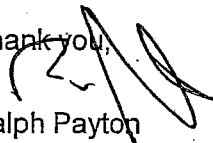
This letter is my formal recommendation of Tony Faataui to the Shelter Monitoring Committee.

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



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) *Amanda Reichmuth*

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

**AMANDA E REICHMUTH**

Washington St #401, San Francisco, CA 94109 • 714

@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@cccyo.org Home E-Mail: @gmail.com

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 [X]

A resident of San Francisco [X] 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 [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: 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:



**Caroline M. Caselli**

Shotwell Street · San Francisco, CA 94110 · /

@gmail.com

11/4/12

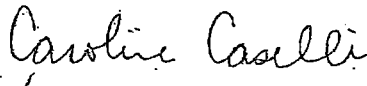
To the Shelter Monitoring Committee:

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 serve 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  
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



City and County of San Francisco  
**Shelter Monitoring Committee**

File # 12/103

Received  
in Committee  
11/15/12  
Jm.

**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.

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)

San Francisco  
BOARD OF SUPERVISORS

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

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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.

