



## Neighborhood Commitment Policy:

### Department of Homelessness & Supportive Housing (HSH) + Lower Nob Hill Neighborhood Alliance (LNHNA)

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#### Statement of Mutual Goals:

- To be active partners that cooperate to sustain the overall surroundings and economic environment of Lower Nob Hill. We will work together to:
  - Maintain a safe, peaceful, and clean neighborhood.
  - Foster clear, respectful Communication between Lower Nob Hill and all HSH-funded sites.
  - Solve problems to the benefit of all members of the neighborhood.

#### Coordination and Participation

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1. Creating and implementing this Neighborhood Commitment requires the participation and collaboration of our Lower Nob Hill neighbors, business community, City officials and employees, and other public agencies.
2. The success of this Neighborhood Commitment depends on the ongoing cooperation of the community, Lower Nob Hill Neighborhood Alliance (LNHNA) Working Group members, and City officials to resolve issues constructively and in a timely manner.
3. Regular meetings should be held between community members and City officials to communicate and collaborate on the implementation of this Neighborhood Commitment Policy.

#### Communications & Expectations

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1. HSH will ensure a contact number for site management is available twenty-four (24) hours a day, seven (7) days a week for all shelters and supportive housing programs in the Lower Nob Hill neighborhood to address on-site issues as they occur. All calls and resolutions will be documented in a site call log. HSH will produce clear instructions for neighbors about when to call the site operations, 311 and 911.
2. Shelter Management will promptly investigate all concerns regarding client behavior expressed by neighbors or community members within 48 hours. Privacy laws prohibit HSH or the site operator from reporting client specific information gathered during the investigation back to the community.
3. The site provider will report to HSH within 24 hours any incidents of violence involving a shelter or housing guests/tenant or an employee of the program. HSH will report these incidents to a designated member of the LNHNA working group within 24 hours. Privacy



laws prohibit HSH or site operations staff from disclosing the personal information of guests in our programs, but HSH will alert the LNHNA working group to the incident.

4. HSH will provide guidance and training to shelter and housing management about the expectations of this commitment.
5. Barring any extreme situations that require a rapid change of provider or scope of service, HSH will provide notice, in writing, to the LNHNA Working Group at least three months in advance of any contract expiration or substantive changes to contracts (i.e. change of use or change of provider) for any HSH funded site located in the Lower Nob Hill Neighborhood.

### Monthly Reports:

HSH will produce monthly reports to the Lower Nob Hill Neighborhood Alliance on operations related to the various shelter and housing programs within the Lower Nob Hill Neighborhood. The format of Monthly reports includes both dashboard visualizations and for Reports 2-3 and 5-8 deidentified raw data files. These reports will be submitted to the LNHNA monthly and at least one week prior to our monthly meetings. These reports will include:

1. Community call logs from all sites.
2. Reports of police incidents (from DataSF). Whereby If statistics indicate an increase in crime connected to a HSH managed facility, HSH will seek to implement a site specific Safety Plan for the program involved.
3. Trend-over-time analysis of 311 reports sorted by their corresponding 311 report category.
4. Geographical Footprint of any contracted parties that monitor and patrol (on foot) areas surrounding a facility or within the neighborhood more broadly.
5. HSH-funded site: Intakes and/or lease ups (deidentified raw data files)
6. HSH-funded site: Length of Stay. Average client length of stay (shelter programs) (deidentified raw data files)
7. HSH-funded site: Exits. Exits & reasons for exit. (deidentified raw data files)
8. Demographics of population by program (deidentified raw data files)
9. Quantity of debris removed by the ambassador program in the area

### Meetings:

HSH and the LNHNA will meet monthly and invite other City departments and site operators as needed. Meetings will be held on the second Wednesday of the month at 5pm and will be virtual unless otherwise agreed upon by all parties.

### Bi-Annual Reports:

HSH will produce a bi-annual report to the LNHNA with the following information:

1. Provider Trainings: HSH, through the provider, will provide a list of the trainings that the contracted organizations require their staff to participate in. These trainings may include



First Aid, Mental Health, Harm Reduction, De-escalation techniques, and sexual harassment.

2. HSH will report to LNHNA the range and scope of services provided by the facility, including any substantial changes in scope or services provided during the term of the contract.
3. List of primary contact people for each site.
4. If applicable, HSH will provide any updates to the City's drug free workplace policy that is included in all City grants and contracts. Current HSH agreements include the following language:

***Drug-Free Workplace Policy.*** *Grantee acknowledges that pursuant to the Federal Drug-Free Workplace Act of 1989, the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited on City premises. Grantee and its employees, agents or assigns shall comply with all terms and provisions of such Act and the rules and regulations promulgated thereunder.*

5. LNHNA can request an updated data dictionary that includes all the data fields collected in its HMIS system, pursuant to San Francisco Administrative Code Section 67.32 Sunshine Ordinance. HSH will not share any client's Personally identifiable information (PII) or Personal health information (PHI).
6. LNHNA can request site operators' financial statements from the San Francisco Controller's Office pursuant to San Francisco Administrative Code Section 67.32 Sunshine Ordinance, once the Controller's Office starts collecting this information.

### Safety, Security & Peaceful Enjoyment

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1. Site operators will discourage guests / tenants from playing amplified music immediately outside of the site and abide by the city's noise ordinance laws.
2. All noise from outside activities would be consistent with normal activities in the neighborhood and would not significantly impact the neighborhood.
3. Shelter Management will actively discourage clients from loitering, using alcohol or drugs, or panhandling within the immediate area surrounding the site.
4. Site management will summons law enforcement, the San Francisco Homeless Outreach Team (SFHOT), the Healthy Streets Operations Center (HSOC), and/or the Department of Public Works (DPW) as needed to address safety, cleanliness, and/or encampment issues on the block.
5. The City of San Francisco will continue to fund an ambassador program serving Lower Nob Hill, subject to appropriation. The City will ensure the program is effectively contracted, staffed, and responsive to community needs; the City will provide regular updates to LNHNA on any changes to Ambassador program services, including coverage area, staffing levels, or contract terminations.
6. Per the terms of the City's agreements, shelter, or housing operators and/or other contracted parties will monitor and patrol (on foot) the area surrounding the facility, document, and report to the appropriate City agencies any significant or recurring issue



and help maintain cleanliness and safety to the extent they can.

Accountability

HSH will monitor compliance with the Good Neighbor Policy included in each site operator’s contract during the annual program and contract monitoring process. Monitoring reports will be shared with the LNHNA upon completion annually. HSHs review of a facility or contractor’s compliance with its Good Neighbor Policy and this Neighborhood Commitment Policy will be one of the factors considered in the case of an HSH funding renewal assessment.

This agreement retains the ability to be updated as needed to address the impacts of the initiative adequately.

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