AMENDED IN COMMITTEE
9/17/2026

FILE NO. 260730 RESOLUTION NO. 555-26

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

RESOLVED, That the Board of Supervisors reports to the Presiding Judge of the Superior Court that they partially agree with Finding No. F1 for the following reasons: Critical Incident Report data is in use at the Department of Homelessness and Supportive Housing, where an aggregated internal dashboard informs program oversight and provider engagement, and the Board declines to find that this data has gone unused. The Board agrees, however, that this data can be used more effectively to identify safety risks across the Department's portfolio and inform its contracting decisions, and that the Department should continue to develop the data practices necessary to do so; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports to the Presiding Judge of the Superior Court that they agree with Finding No. F2 for the following reasons: the Department of Homelessness and Supportive Housing does not yet present data in a form that permits comparison of nonprofit providers delivering similar services, or use performance

data to identify contracts warranting further review, and the Board agrees that such capabilities would strengthen oversight of the Homelessness Response System; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports to the Presiding Judge of the Superior Court that they disagree partially with Finding No. F3 for the following reasons: the Charter does not provide for the submission of individual contracts for review and consent as one of the mechanisms through which the Commission exercises its oversight duties. The Board agrees with the Civil Grand Jury, however, that access to information about the Department's contracting activity can support the Commission's oversight of the Department, and encourages the Department to keep the Commission well informed of its contracting activity; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation No. R1.1 has been implemented. The Department of Homelessness and Supportive Housing operates a business intelligence dashboard through which authorized staff can search and filter critical incident data by incident code, nonprofit provider, housing type, and location, by year; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation No. R1.4 will not be implemented by the Board. The recommendation is directed to the Department of Homelessness and Supportive Housing and concerns technical and operational terms of the Department's nonprofit contracts, and the Department is best positioned to determine the feasibility of establishing a new Safety Standards section and the thresholds that would accompany it; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation No. R2.1 has been implemented by the Department of Homelessness and Supportive Housing, which has reported publishing performance data drawn from its Performance

Measurement Plan and making that data available to the Homelessness Oversight Commission and the public; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation No. R3.1 will not be implemented because it is not warranted. Placing contract renewals and extensions on the Commission's consent calendar would add an administrative step for the Department and the Commission without materially affecting the Commission's discharge of the oversight duties the Charter assigns it. The Board encourages the Department to report regularly to the Commission on contract renewals and extensions and on provider performance under those contracts, so that the Commission has the information it needs to establish departmental performance standards and assess whether the Department is meeting them; and, be it

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

City and County of San Francisco
Tails
Resolution

City Hall
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

File Number: 260730 **Date Passed:** September 29, 2026

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

September 17, 2026 Government Audit and Oversight Committee - AMENDED, AN AMENDMENT OF THE WHOLE BEARING SAME TITLE

September 17, 2026 Government Audit and Oversight Committee - RECOMMENDED AS AMENDED

September 29, 2026 Board of Supervisors - ADOPTED

Ayes: 11 - Chan, Chen, Dorsey, Fielder, Mahmood, Mandelman, Melgar, Sauter, Sherrill, Walton and Wong

File No. 260730

I hereby certify that the foregoing Resolution was ADOPTED on 9/29/2026 by the Board of Supervisors of the City and County of San Francisco.

Angela Calvillo
Clerk of the Board

Unsigned

Daniel Lurie
Mayor

10/09/2026

Date Approved

I hereby certify that the foregoing resolution, not being signed by the Mayor within the time limit as set forth in Section 3.103 of the Charter, or time waived pursuant to Board Rule 2.14.2, became effective without his approval in accordance with the provision of said Section 3.103 of the Charter or Board Rule 2.14.2.

Angela Calvillo
Clerk of the Board

10/09/2026
Date

File No. 260730