

DRAFT

**Shelter Grievance Advisory Committee (SGAC)
Meeting Minutes
June 8, 2016, 2:00-4:00PM, 1650 Mission Street, San Francisco**

Members Present: Commissioner Scott Kahn – Chair, Lessy Benedith, Jennifer Friedenbach, Jean Green, Jeffrey Livingston, Kate Shuton, Jenise Standfield

Members Absent: Kim Clark, Kristin Keller, Jose Landaverde

Shelter Client Advocates Present: Will Daley

HSA Staff Present: Cindy Ward, Jemari Foulis, Scott Walton, Ed DeMasi

Others Present: Jonathan Lisan, Emeka Nnebe, Diana Almanza

INTRODUCTIONS AND WELCOME: HSA Commissioner Scott Kahn called the meeting to order. Commissioner Kahn spoke of the passing of Derrick Hayes which is a loss to our committee and our community.

MEETING AGENDA: The agenda was reviewed and approved.

REVIEW AND APPROVAL OF MEETING MINUTES – 3/2/16: Meeting minutes were reviewed and approved.

SGAC BUSINESS

The Youth Shelter Service Provider seat on the committee is now open. Jonathan Lisan, Larkin Street Youth Services, was recommended to fill the seat. Cindy will speak with Jonathan regarding the selection process if he wishes to be considered for the open seat.

NEW DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

The committee engaged in a discussion regarding the new Department of Homelessness and Supportive Housing (DHS). Following are comments made during the discussion.

- Jeff Kositsky, former Executive Director at Hamilton Family Services, has been named head of the new department.
- DHS combines divisions from HSA and DPH under one organization.
- A permanent location for the new department has not been confirmed and may take a while.
- SGAC is a committee appointed by the HSA Commission. What will SGAC look like under the new department?
- At this time the Local Homeless Coordinating Board will be an advisory body to the DHS.
- The SGAC has no written by-laws, and the only descriptive of the committee is contained in the Shelter Grievance Policy.
- Since the Chair of the SGAC is appointed by the HSA Commission, the status of the Chair in the new department is unknown.
- HSA Commission has not been part of the process in development of the new department.
- Jeff stated the purpose of the committee is to uphold the Shelter Grievance Policy, and the SGAC will continue to act as that body regardless of any department, HSA or DHS. The committee will continue to do its job even as the framework around it changes.

REVIEW OF SHELTER GRIEVANCE STATISTICS

15-Month Denial of Services, Internal Hearings and Arbitrations Report January 2015 to March 2016

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Summary of DOS's by Shelter for January, February, March 2016

Reports were reviewed by the committee.

CLIENT ADVOCATE REPORTS

Hearing and Arbitration Monthly Comparison Report – January-March 2016

Hearing and Arbitration Analysis Report – January-March 2016

The Comparison Report now addresses only immediate DOS's for the single adult shelters. Percent of immediate DOS's appealed is up to a high of 62% for all adult shelters for the quarter. Lark-Inn and Next Door had a 100% appeal rate during this quarter.

During discussion, Will stated the Shelter Grievance Police mentions that,

Shelters must post a notice stating when and where denial letters will be available for clients who were given an immediate denial of services without written notice due to safety issues.

It does not appear any of the shelters have such a posting, and this should be enforced as part of the Shelter Grievance Policy.

There was also discussion regarding the family shelters unified shelter rules currently in development. For some shelters the "threat of violence" rule violation under the unified rules will be a permanent denial of service. The current rules have a much less harsh penalty in some shelters.

Threats of violence in the family shelters have not appeared to be problematic to warrant the elevated penalty under the unified rules. Internal hearings for threats of violence consistently have had an outcome of "modified" or "overturned".

This new rule will be revisited before approving the unified rules.

OLD BUSINESS

Shelter reservation policy regarding clients who are hospitalized for more than one day.

The work group submitted a proposal of revision to language for the reservation policy, along with a draft letter of recommendation addressed to Joyce Crum. The recommended revised policy states if there is documentation of a "short duration" of hospitalization presented to the shelter then all curfew violations during the documented period would be overturned without proceeding through the grievance process.

Some comments made during discussion included,

- "Short duration" is not defined and is not a policy that could be monitored.
- A client able to return to the shelter may not be placed immediately, or may have to use a series of one-night beds.
- The recommendation is suggested language in order to have HSA begin to review the policy.
- Lessy stated that communication from the hospital to the shelter must be within three days in order to hold any bed "open".
- DPH must establish better communications between the hospital and the shelters.
- What about communications from hospitals not operated by DPH?
- Lessy stated the language of the recommendation should be as close as desired. Will recommended the language as written so another three month will not pass before sending revised recommended language.

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A motion was made to send the letter to Joyce and proposed changes as written. The motion was approved unanimously.

NEW BUSINESS

There was no new business.

PUBLIC COMMENT

There was no public comment.

NEXT MEETING

Wednesday, September 14, 2016

2:00-4:00 PM

1650 Mission Street

3rd Floor, Suite 302

MEETING ADJOURNED

The meeting was adjourned in memory of Derrick Hayes.

Respectfully submitted by Ed DeMasi

July 12, 2016