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**Shelter Grievance Advisory Committee (SGAC)
Meeting Minutes
March 22, 2017, 2:00-4:00PM, 1650 Mission Street, San Francisco**

Members Present: Lessy Benedith, Jennifer Friedenbach, Jean Green, Kristin Keller, Jose Landaverde, Jeffrey Livingston

Members Absent: Commissioner Scott Kahn – Chair, Kim Clark, Kate Shuton, Jenise Standfield

Shelter Client Advocates Present: Will Daley, Nick Kimura

HSA Staff Present: Cindy Ward, Cordell Thompson, Martha Benioff

Others Present: Meka Brown, Emeka Nnebe, Jessica Flores, Dennis McGray, Diana Alvarez

INTRODUCTIONS AND WELCOME: Acting Chair Cindy Ward called the meeting to order.

MEETING AGENDA: The agenda was reviewed and approved.

REVIEW AND APPROVAL OF MEETING MINUTES – 9/14/16: Meeting minutes were reviewed and approved.

SGAC BUSINESS

Jonathan Lisan, Larkin Street Youth Services, will fill the open Youth Shelter Service Provider seat on the committee. Cindy needs to follow up on the process.

REVIEW OF SHELTER GRIEVANCE STATISTICS

15-Month Denial of Services, Internal Hearings and Arbitrations Report September 2016 to December 2016

Summary of DOS's by Shelter for October, November, December 2016

Reports were reviewed by the committee.

CLIENT ADVOCATE REPORTS

Hearing and Arbitration Monthly Comparison Report – October-December 2016

Hearing and Arbitration Analysis Report – October-December 2016

Will noted that the DOS for Single Adult Shelters had dropped to 42% over the past quarter. Will also discussed the discrepancies between the HSH and the Shelter's DOS reports. The SGAC previously agreed to do away with reports comparison.

Also, Will stated that the shelters should be held accountable by the City to abide by the San Francisco Shelter Grievance Policy. Jennifer added that the Shelter Grievance Policy should be used more effectively to educate the clients' on their rights in regard to DOS.

Furthermore, Will again requested access to the CHANGES database. Cindy informed him that HSH would not provide access due to client privacy issues.

Due to First Friendship's reported zero DOS over Oct-Dec, SGAC members suggested that HSH should investigate the shelter's reporting, check if shelter staff are familiar with grievance procedure, and ensure that shelter staff have attended the Grievance Training.

OLD BUSINESS

Review and Approve of minutes from 6/8/16 meeting

Update regarding the modification of the curfew policy for clients who have been hospitalized

6/8/16: Meeting minutes were reviewed and approved.

Currently, if hospitalized, a client will lose their bed without any recourse after 4 nights out of shelter. The SGAC is asking the Homeless Coordination Board to change the policy. With an

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amended policy, clients will be able to provide documentation of hospitalization to the shelters and retain access to their bed.

NEW BUSINESS

Shelter Grievance Policy's 25th Anniversary of implementation is in April

Discussion of Bylaws for SGAC

SGAC / New Department

Grievance Policy and Navigation Centers

Date and Time of meetings (PHC Conflict)

Cindy recognized the 25th anniversary of the Shelter Grievance Policy. Currently, the policy is the only one of its kind used in the United States to address denial of service of homeless shelter clients. Cindy and the SGAC members acknowledged the efforts of Jeff Livingston, Caroline Plydon, Betsy Eddy, Ed De Masi, Susan Minser, Arnett Watson, and Donna Salazar in regards to their tireless work on the Grievance Policy, Advisory Committee, and Arbitrations.

Jeff provided a discussion draft of proposed Bylaws for SGAC. The handout addresses meeting procedures and rules of order. The Bylaws for SGAC discussion will be added to the "Old Business" for the next quarter's meeting.

The SGAC / New Department discussion is a follow-up from the June 8th, 2016 meeting. It was determined at the HSA Commission meeting in August 2016 that all SGAC members and Chair will remain seated. Also, it was a belief that members of the SGAC should vote on the SGAC Chair.

A motion was made to recommend to LHCB that Shelter Grievance Policy be amended to remove "and Chair" from the Section IBI, thereby allowing SGAC members to choose their own Chair. The motion was approved unanimously.

A motion was made to give an orientation to the Shelter Grievance Policy and SGAC to the Local Homeless Coordination Board. The motion was approved unanimously. Cindy will organize and include Jeff and the client advocates.

It has been HSH's position that Navigation Centers are not shelters, therefore not covered under the Shelter Grievance Policy. Will read from the Admin Code, stating under the traditional definition of a shelter the Navigation Centers met that standard and the fact that Navigation Centers are not covered under the Shelter Grievance Policy has led to confusion among the clients. Often, clients don't understand why they don't have due process rights. It was asserted that shelter staff felt reassured with a clear policy in place.

A motion was made to recommend to HSH that the definition of shelter and the Shelter Grievance Policy be applied to Navigation Centers. The motion was approved unanimously.

In order to resolve the PHC conflict, it was determined that the quarterly meetings should be held the 2nd Wednesday of the month

PUBLIC COMMENT

There was no public comment.

NEXT MEETING

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Wednesday, June 14, 2017

2:00-4:00 PM

1650 Mission Street

4th Floor, Mission Room

MEETING ADJOURNED

The meeting was adjourned.

Respectfully submitted by Cordell Thompson

March 23, 2017