

**Shelter Grievance Advisory Committee (SGAC)  
Meeting Minutes  
September 27, 2017, 2:00-4:00PM, 1650 Mission Street, San Francisco**

**Meeting Minutes**

**Members Present:** Commissioner Scott Kahn – Chair, Jean Green, Jeffrey Livingston, Jenise Stansfield, Kim Clark, Kristin Keller

**Members Absent:** Jose Landaverde, Kate Shuton, Jennifer Friedenbach, Lessy Benedith

**Shelter Client Advocates Present:** Nick Kimura, Julia Van Fleet DAntonio

**HSA Staff Present:** Cindy Ward, Jemari Foulis, Cordell Thompson

**Others Present:** Will Daley, Emeka Nnebe, Dennis McGray, Jeff Simbe, Howard Chen

**INTRODUCTIONS AND WELCOME:** HSA Commissioner Scott Kahn called the meeting to order.

**MEETING AGENDA:** The agenda was reviewed and the minutes were amended, correcting the error in the July 14<sup>th</sup>, 2017 minutes. Instead of stating that Will Daley had work as a Client Advocate for 9 ½ years, the minutes were revised to state that he has worked with shelter clients for 9 ½ years.

**REVIEW AND APPROVAL OF MEETING MINUTES – 6/14/17:** Meeting minutes were reviewed and approved.

**SGAC BUSINESS**

**Status of Vacant Young Adult Provider Seat**

Cindy stated that the status of the Vacant Young Adult Provider Seat has not changed. According to Cindy, they have someone interested in position. A form letter has been provided to the candidate. However, the person has yet to respond. Cindy will have Ali Schlageter follow up with Youth Programs.

**REVIEW OF SHELTER GRIEVANCE STATISTICS**

**15 Month Denial of Services, Internal Hearings and Arbitrations Report 4/16-6/17.**

**Summary of DOS's by Shelter for October, April-June 2017**

Cindy reviewed the DOS stats with the committee. Also, she stated that there might be a change on how data is collected, potentially making data collection electronic.

**CLIENT ADVOCATE REPORTS**

**Hearing and Arbitration Comparison Report April-June 2017**

**Hearing and Arbitration Analysis Report April- June 2017**

Nick passed out his report (table and bar graphs) on the results of the arbitrations. Pointing out, there were numerous no shows. In the future, Nick would like to send out reports to the shelters to discuss their discrepancies.

## **OLD BUSINESS**

### **Discussion of Bylaws for SGAC**

Jeff Livingston discussed changes regarding public comment, stating that the shelter grievance policy is ambiguous on issue.

Jeff led the SGAC members through the Bylaws to correct / update the language in the document.

### **Article II - Purpose**

#### Section 3 – Reports

1<sup>st</sup> Paragraph:

Change “policy” to SGP (2 occurrences)

### **Article III – Members**

#### Section 1 – Members and Staff

1st Paragraph:

Change “SCP” to SGP (1 occurrence)

2<sup>nd</sup> Paragraph:

Change “SCP” to SGP (1 occurrence)

#### Section 3 – Representation

1st Paragraph:

Add comma between “body” and “or”.

### **Article V - Meetings**

#### Section 3 – Notice, Agenda and Recording Requirements

1st Paragraph:

Add the word “paper” between “including” and “historical”.

Change “7” to “seven”

Add “and digital records whenever possible” to the end of sentence “records for the prior seven”.

Based on the Bylaws, HSH is the official record keeper of the minutes.

Will Daley inquired if maintaining a 7 years paper record was standard practice. He wondered why the time couldn't be extended. In response, Jeff Livingston stated that the meeting documents could be stored as digital records past the 7 year time frame. According to Cindy, HSH does not currently maintain a digital archive.

#### Section 5 – Action at and Conduct of the Meeting

3<sup>rd</sup> Paragraph:

Add a “s” to the end of “Advocate”.

Jeff pointed out that the SGAC is not governed by any formal rules. He followed up by pointing out that the Bylaws will not allow absentee votes. Based on his recollection, absentee voting has never been allowed. However, Cindy stated that in the past proxy votes were allowed.

6<sup>th</sup> Paragraph:

Delete last sentence – “Amendments to proposed amendments are not permitted”.

As an option, Jeff stated that The Chair is permitted to call for a straw vote.

### Section 6 – Cancellation of Meeting

According to Jeff, The Chair has the power to cancel a meeting if there is not a quorum.

### Section 1 - Subcommittees

The Chair Scott Kahn inquired if subcommittees were ever used in the past. In response, Jeff recalled only 3 to 4 incidents of the creation of a subcommittee.

## **Article VII – Effect and Amendment of Bylaws**

### Section 2 – Amendment of Bylaws

1<sup>st</sup> Paragraph:

**Change:** The Bylaws of the Shelter Grievance Advisory Committee may be amended after presentation of a proposed amendment as a scheduled agenda item in a Regular or Special Meeting of the Committee.

**To:** These Bylaws may be amended after presentation of a proposed amendment as a scheduled agenda item in a Regular or Special Meeting of the Committee.

Jeff asked for comments about the bylaws.

The Chair asked Cindy if HSH needed to review the SGAC Bylaws. Also, The Chair asked if the City Attorney should take a look at the bylaws. The question was asked if the SGAC had the authority to create its own bylaws. Replying to the question, Cindy believed that the SGAC had the right to create its own bylaws. Jeff Livingston stated that the committee didn't have to ask for permission when the body reported to the HSA Commission. In his personal opinion, Jeff Livingston believes that HSH has no say in creation of the bylaws. Based on his belief, Nick Kimura said the bylaws are a product of the committee.

Jeff discussed the procedure on how members are added and removed from the committee.

After Cindy guided the SGAC through changes in the bylaws, Jeff wanted everyone to understand the restriction the document will place on the committee once it's been implemented.

Nick asked if the SGAC could add the minutes into a digital archive on HSH's website. In response, Cindy wanted to distinguish the difference between paper documentation and the digital archive.

Cindy had questions regarding the lack of a quorum. If no quorum, The Chair will decide if there'll be a meeting. Jeff stated that members could stay and talk if The Chair cancelled the meeting.

Base on Section 5 of the Bylaws, paragraph 6 (“Upon a second by another Member of the Committee, the Chair shall entertain discussion on the motion until the issue has been fully

surveyed or if the discussion becomes unnecessarily repetitive, at which point the Chair shall call the motion to a vote.”), Jean Green suggested a time limit be instituted.

Responding to Jean, Jeff said that a committee member could ask for the discussion to be closed. Afterwards, members could vote to end the discussion.

Julia Van Fleet D’Antonio asked about discussing items that are not on the agenda. Based on the discussion, she had concerns that only items discussed on the agenda could be brought up in Public Comment. She was worried this would limit the voice of the people the grievance policy affects. Jeff clarified that anything could be said during the public comment. Cindy said the agenda should read General Public Comment.

Motion by Jeff, Seconded by Kim: During discussion any member may make a motion for closure of the discussion. If seconded and passed by a majority vote it will terminate discussion on the pending motion. There is no discussion on the motion for closure. Motion was approved.

Julia asked what would be deemed unreasonable in regards to the following sentence in Section 5, paragraph 11 – “If necessary, the Chair may cut off any speaker who is uncivil, repetitive, unrestrained, or unreasonably disrespectful of the Committee, an individual Member or the Shelter Grievance Policy.” Jeff said it prevents people with an agenda from going on a rant. Addressing Jeff’s comment, Julia raised concerns that The Chair could cut off a speaker that he might disagree with.

Motion for additional language by Jeff, Seconded by Kristin: However, at the request of any member that speaker shall be allowed to continue. Motion was approved

Reiterating her earlier argument, Jean still had concerns about not being able to stop the speaker.

Motion by Jeff, Seconded by Kim: Bylaws as amended be approved and passed on to the Local Homeless Coordinating Board. Motion was approved.

### **Update on the Grievance Policy in the Navigation Centers**

Cindy said the policy should be in place by January. Brian Quinn and Cathy Perdue are working on its implementation.

## **NEW BUSINESS**

### **SGAC Chair presentation to Local Homeless Coordinating Board 10/2/17 11:00-1:00 (approximate time of presentation to be determined)**

Cindy discussed her presentation to the Board. According to her, the Board didn’t provide a clear answer regarding a possible change in the policy about SGAC members electing the SGAC Chair. The Board requested that Chair Kahn come before them to speak on the SGAC’s behalf. The Chair said that he was not available to speak with the Board.

The Chair asked if any committee member would address the Board on behalf of the SGAC.

Cindy chimed in that SGAC business was currently not on the agenda, so no one could speak in front of the board. Furthermore, she would check if SGAC business could be added to the agenda. The Chair asked if Jeff could speak on behalf of the SGAC. Jeff had concerns about speaking to the Board, since their knowledge of the SGAC is limited.

In addition, The Chair said he would not discuss issues regarding the SGAC in a public forum.

Concerned by the Board's lack of knowledge of the SGAC, Jeff suggested that there be an informal meeting with the Board to educate them.

Cindy asked who would like to attend the informal meeting with the Board. The Chair and Jeff Livingston agreed to represent the SGAC. Cindy would try to set up a 30 minute to one hour meeting.

The Chair thought it best to have 2 to 3 committee members present in front of the Board, instead of the entire committee.

Jeff suggested that a presentation be prepared for the Board.

**Proposal to add Will Daley as a SGAC member (Jennifer Friedenbach).**

Will Daley asked committee members why he had to ask to apply to be on the SGAC. He spoke on his 9 ½ years of expertise on the issue of homelessness as his qualifications to be admitted to the SGAC.

Kim Clark suggested that the committee look toward the future and not the past.

The Chair thought Will would be a good committee member. The Chair inquired about the process to place Will on the committee. The Chair asked that an invitation be given to Will to serve on the committee.

Jenise Stansfield asked about the policy to add new members to the SGAC.

Jeff read from the San Francisco Shelter Grievance Policy:

**B. Selection Process for New Members**

1. As stated above, SGAC members and Chair are appointed by the Local Homeless Coordinating Board. DSHS will notify all those on the SGAC mailing list, including non-members, when there are vacancies on the committee.
2. Letters from persons interested in being considered for the vacancy and any letters of recommendations for those persons should be sent to the Family Emergency Services Manager for presentation to the Local Homeless Coordinating Board.
3. A listing of the names of persons who have applied and the category/slot they wish to be considered for shall be sent to persons on the Shelter Grievance Advisory Committee mailing lists.

Cindy told Will send a letter to Jemari. Once Jemari receives the letter, HSH will ask to add it to the LHCB agenda for approval.

Kim made a motion that a letter of recommendation be sent on Will's behalf. Jenise seconded the motion.

The Chair said that committee would create its own procedure to nominate Will as member at-large appointment.

Cindy again said that the applicant must submit a letter to Jemari.

Jeff advised Will to submit a letter and that the committee should provide a letter of recommendation to the LHCB.

Citing confusing language in the Kim's motion, Jeff asked her to rescind the motion regarding the letter of recommendation. Kim withdrew her motion.

Motion by Jeff, Seconded by Kim: The SGAC strongly recommends that Will Daley be appointed to the SGAC by the LHCB as an At Large member. Motion was approved.

**PUBLIC COMMENT**

**no public comment**

**NEXT MEETING**

Wednesday, December 6, 2017

2:00-4:00PM

1650 Mission Street

4th floor, Mission Room

**MEETING ADJOURNED**

Respectfully submitted by Cordell Thompson

September 27, 2017