

**Shelter Grievance Advisory Committee (SGAC)
Meeting Minutes
December 6, 2017, 2:00-4:00PM, 1650 Mission Street, San Francisco**

Members Present: Commissioner Scott Kahn – Chair, Lessy Benedith, Jose Landaverde

Members Absent: Kim Clark, Kate Shuton, Jenise Standfield, Jeffrey Livingston, Jennifer Friedenbach, Jean Green

Shelter Client Advocates Present: Nick Kimura, Julia Van Fleet D’Antonio, Jacquelynn Evans

HSH Staff Present: Cindy Ward, Cordell Thompson

Others Present: Emeka Nnebe, Diana Almanza

Introductions and Welcome: HSA Commissioner Scott Kahn called the meeting to order.

Meeting Agenda: Due to lack of quorum, the agenda was not approved.

Review and Approval of Meeting Minutes – 9/27/17: Due to lack of quorum, the meeting minutes were not approved and will be placed on the next meeting agenda for approval.

SGAC BUSINESS

Status of Vacant Young Adult Provider Seat

Cindy told the committee that there was no update on filling the Young Adult Provider Seat. She stated the turnover rate at Larkin Street made it difficult to recruit for the position. According to Cindy, Ali wanted to know if it was mandatory for the seat to be filled by someone from Larkin Street. If not, Ali wondered if someone who works with the youth population could be nominated.

Chair Scott Kahn stated it would be better if someone from Larkin Street filled the seat, but not necessary. Julia wanted someone with shelter experience and also suggested consideration for youth peer advocates. In agreement with Julia, Nick believed that the position should be open to people outside of Larkin Street.

REVIEW OF SHELTER GRIEVANCE STATISTICS

**15 Month Denial of Services, Internal Hearings and Arbitrations Report 7/17-9/17
Summary of DOS’s by Shelter for October, July-September 2017**

Reports were reviewed by the committee.

Cindy announced that Jemari is retiring, so the HSH Data and Evaluation Team will take over compiling the monthly DOS reports. The HSH Data and Evaluation Team will continue the same reporting process for November and December. Hopefully, a new reporting system will be available by January. Cindy will inform everyone when the system is ready.

CLIENT ADVOCATE REPORTS

Hearing and Arbitration Monthly Comparison Report – July-September 2017

Hearing and Arbitration Analysis Report – July-September 2017

Nick presented his report.

In the future, Nick said that the shelter client advocates will provide reports on Shelter Grievance Policy violations by the shelters.

OLD BUSINESS

There is no old business.

NEW BUSINESS

SGAC Chair meeting with Local Homeless Coordinating Board C-Chairs

Chair Kahn and Jeffrey Livingston met with the Local Homeless Coordinating Board (LHCB). The Chair said that the LHCB did not know the function of the Shelter Grievance Advisory Committee. According to Chair Kahn, the LHCB agreed to meet with the committee members again. Cindy asked if the LHCB had a position / opinion on the SGAC's ability to appoint its own chair. The Chair stated that the LHCB remained silent on the subject.

According to Cindy, the next LHCB meeting is being setup by Charles Minor, staff to the LHCB.

Allowing audio recording of SGAC Meeting to assist in minute taking by Management Assistant

Lessy Benedith asked if there would be an announcement regarding the meeting being recorded. Chair Kahn stated he would make an announcement before each meeting. Cindy suggested a notice be placed on future agendas to inform attendees that the SGAC meetings will be recorded. I explained that the recordings will assist me in taking accurate minutes. I assured the SGAC that all recordings will be deleted once the minutes are completed.

PUBLIC COMMENT

Cindy announced the archived SGAC meeting minutes will be moved from HSA's website to HSH's website.

Also, Cindy pointed out that the Shelter Grievance Policy reference to the Compass Connecting Point seat needed to be removed, since the program no longer exists. The next SGAC meeting will discuss either the removal of the seat off the committee or reassigning the seat to another program. Julia mentioned that she would like someone from one of the access points placed in the open seat.

NEXT MEETING

Wednesday, March 14, 2017

2:00-4:00PM

1650 Mission Street

4th floor, Mission Room

MEETING ADJOURNED

The meeting was adjourned in honor of Will Daley. Chair Kahn shared his interest in naming something after Will Daley. For example, Chair Kahn suggested renaming the SGAC to the Will Daley Shelter Grievance Advisory Committee or naming a building / room in his honor. Chair Kahn said that Will was very passionate about his advocacy for the homeless. Chair Kahn asked for any suggestions.

In response, Cindy said it would be more meaningful to name a building or community space after Will. Other attendees agreed. Nick suggested a new building for low income individuals or a community room. According to Julia, Will would prefer a CHP building to be name in his honor. Chair Kahn felt that it would be hard to name a whole building after Will, since he wasn't as well-known as Arnett Watson. Cindy said she would ask people at Hamilton. Chair Kahn recounted a statement told to him: "you are not dead when you are buried; you are only dead when you are not spoken about."

Respectfully submitted by Cordell Thompson
December 6, 2017