**Shelter Grievance Advisory Committee (SGAC)**

**Meeting Minutes**

**June 6, 2018, 2:00-4:00PM, 1650 Mission Street, San Francisco**

**Members Present:** Commissioner Scott Kahn – Chair, Kate Shuton, Jeffrey Livingston, Jennifer Friedenbach

**Members Absent:**  Jean Green, Jose Landaverde, Lessy Benedith

**Shelter Client Advocates Present:**

**HSH Staff Present:** Jeff Kositsky,Jemari Foulis, Cordell Thompson, Elisabet Medina, Christopher Maldonado, Ali Schlageter

**Others Present:**

**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 – 12/6/17 & 3/14/18:** 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 Youth Seat**

Commissioner Kahn introduced the topic to find an applicant for the youth seat. Ali Schlageter, Manager for Youth Programs, introduced herself to the committee. She offered to take on the responsibility of finding an individual to fill the youth seat. Ali asked the committee if they were seeking a staff member from Larkin Street or a shelter resident. She noted that Larkin Street shelter staff candidates were hard to come by, due to high turnover at the manager level.

Commissioner Kahn expressed his interest in recruiting a current resident or individual who graduated from the program. Replying, Ali suggested that a graduate of the program would be a better option. The graduate would be more reliable for showing up to quarterly meetings.

Commissioner Kahn turned to Jeff Livingston for his opinion.

“I think over time maybe we’ve learned that it’s not a representative that we’re looking for, but rather somebody that has a more informed viewpoint on these specific issues or certain areas.” Jeff Livingston said. “So to the extent that when you have people who’ve been through that experience, they can speak to it, they can see it, and that I think is what we’ve learned when we do have former clients sitting on the board in particular.”

Ali believed that there are willing participants in the Youth Leadership Council.

**Review of Shelter Grievance Statistics**

**15 Month Denial of Services, Internal Hearings and Arbitrations Report 1/17-3/18**

**Summary of DOS’s by Shelter for January-March 2018**

Based on the DOS summary, Jeff Livingston noted that excessive violence at Next Door seems to be continuing. He thought that there was a lot of turmoil happening there for a facility its size. He asked the committee if they found the report’s findings disturbing.

Jennifer Friedenbach expressed her concerns for the number of denial of services at Dolores Street. She pointed out that the 108 bed Dolores Street had almost the same number of DOS’s as Sanctuary, a shelter with 200 beds. She compared Dolores Street to Providence which has 105 beds, pointing out the marked difference between the amounts of DOS’s from each shelter. Jennifer felt that was troubling and wondered if Dolores staff followed the DOS policy.

Kate stated, “I think it’s fair to compare the night only shelters, because people are coming in and just sleeping and there’s a lot less activity. MSC is technically night only, but it’s a chaotic scene. But providence is very low.”

Jennifer said that she was comparing it to Sanctuary, because they are open during the day. So theoretically, there should be higher denial of services. Replying to Jennifer, Jemari noted that Providence shelter is often not full. Jennifer wondered if Providence staff improperly tracked the number of people in the shelter. Also, she had concerns that Providence staff verbally turning away people, when in fact the shelter was not full.

According to Christopher Maldonado, the Data and Performance team have streamlined the reporting process in order to provide more data. The Data and Performance team have drafts on dashboard were individuals can play with the data. Data and Performance worked with shelter providers to streamline the survey to get real time DOS data issued each month. Christopher asked for input on what kind of data the committee would like to see in a potential dashboard. He stated that individuals could filter by sites, go in and view a time range. Also, he revealed that the online survey went live. March and April were the first time shelter sites actually use it.

**Client Advocate Reports**

**Hearing and Arbitration Monthly Comparison Report – January-March 2018**

**Hearing and Arbitration Analysis Report – January-March 2018**

Client Advocates were not present at the meeting.

**Old Business**

There was no old business.

**New Business**

Jeff Kositsky, Director of the Department of Homelessness and Supportive Housing, inquired about the seats on the committee that needed to be filled. He wondered if there was a document that laid out the makeup of the Shelter Grievance Advisory Committee (SGAC).

In response, Jeff Livingston referred to the SGAC policy:

The SGAC is an independent 10-15 member oversight committee composed of representatives that include advocates, shelter providers, consumers, city agencies, an arbitrator, and community members. There are to be three slots for consumers: one for a homeless or formerly homeless adult family member, one for a homeless or formerly homeless single adult and the third can be from either category. There will be three provider slots: one for Compass Connecting Point, one for a family shelter provider and one for a single adult shelter provider. This committee will be appointed by the Local Homeless Coordinating Board and have authority to oversee the grievance process, and make recommendations for improvements. The SGAC may also review grievance-related policies and operations of the shelters and where appropriate make recommendations for improvement to the Department of Homelessness and Supportive Housing (DHSH).

Jeff Kositsky suggested that vacant committee seats, group representation and filling empty seats should be discussed at the next quarterly meeting. He acknowledged everyone’s frustration regarding lack of a quorum. Jeff K. mentioned emails were sent by Commissioner Kahn and himself to SGAC members to determine everyone’s interests. Addressing Jennifer’s inquiry about resignations, Jeff K. stated that Kim Clark had resigned.

Commissioner Kahn believed the duty of the committee was to run the meetings, not oversee the nominating process. Jeffery L. agreed, pointing out that an application was made to HSA, and then the HSA Commission appointed it. This was the practice, before HSH’s formation.

Jennifer used Jenise’s nomination to the SGAC as an example. She recalled how Cindy Ward pointed out the vacant family seat. At the Coalition on Homelessness, they discussed Jenise’s nomination. Eventually, the Coalition encouraged Jenise to send a nomination letter to HSA.

Commissioner Kahn reiterated his belief that it’s not the committee’s reasonability to nominate people.

“We did once, after some spirited dismay.” Jeff L. said.

“You talking about Will?” replied Jemari.

Jennifer recounted the time HSA tried to block Jenise and conversations had by the committee.

Jeff L. laid out three issues that needed to be addressed. First, the committee must explore the extenuating reasons why members aren’t showing up for meetings. Second, what to do with absent members? Thirdly, how to bring in additional people? In his opinion, the SGAC has always had trouble getting people to attend meetings.

Both Jemari and Jennifer recounted a time when attendance was robust during work on the policy.

According to Jeff L., there has been a lack of interest by committee member for the last 6 to 9 months. He asked why it happened.

Commissioner Kahn wondered if things got lost in the shuffle from the transition from HSA to HSH. He referenced the letter sent out to SGAC members regarding interests and involvement on the committee. Commissioner Kahn noted that the responses were lovely and explained member absences, but he was perplexed by the limited attendance at the current meeting.

Adding to Commissioner Kahn’s thoughts about the move to HSH, Jennifer felt the loss of Cindy Ward and the turnover of shelter advocates added to the lack of interests. She recalled how Will Daley and Cindy Ward constantly encourage committee members’ attendance.

Surveying the meeting room, Jeff Kositsky noted 4 of the 8 remaining members were in attendance. Jean Green, Jose Landaverde, Lessy Benedith and Jenise Standfield were not present. He stated that we should find out if they wanted to remain on the committee. Plus, an invite for the next meeting should be sent out. Jeff asked what should happen to members who miss the next meeting.

According to Jeff L., the bylaws set up a process by which members are allowed two unexcused absences. A third unexcused absence will result in a notice to attend the next meeting. If they fail to show, the committee member will be removed. Jeff L. did not know if the committee needed a quorum to take action. Jeff L. asked, “If you lack a quorum, can you take action to get rid of the dead wood that caused you not to have a quorum?”

Jeff Kositsky reiterated the importance of the SGAC. There was discussion regarding who controlled the SGAC. Jemari stated that the Local Homeless Coordinating Board has oversight of the committee now. Jeff K. said that he wasn’t aware of the change in oversight and still believed the HSA Commission appointed members. With that being said, Jeff K. told the committee that he’d have HSH staff (Emily Cohen and Charles Minor) coordinate the process of identifying new members and tracking the progress of the SGAC. Also, Jeff suggested that members of the committee should present to the LHCB once a quarter. He assigned Cordell Thompson to work with him to create a membership matrix to determine the seats that needed to be filled.

Jemari stated that the committee had presented to the LHCB in the past. Also, she mentioned that there’s a protocol to bring in new members. The candidate can fill out a letter and submit it to Charles Minor.

Jeff K. acknowledged the benefits of having the committee, the importance of getting new members, and making sure that members attend the meetings. He continued by saying that Commissioner Kahn had informed him of the problems, so that’s why he wanted to attend today.

Lessy Benedith contacted Jeff K. She indicated her intention to remain on the SGAC.

Kate Shuton mentioned that Jenise Standfield faced challenges regarding her commute and parking. Kate informed the committee that Jenise received a voucher and moved to Richmond, so she could no longer participate as a member. Kate stated that she did not know Jean Green’s situation.

Jeff L. remembered Cindy Ward’s hard work to find participants. She was very involved in recruitment.

Jeff K. asked if anyone had taken on Cindy’s role of recruiting new members.

Jeff L. replied “no”.

“So we’ll start the process of doing that now” Jeff K. responded. “I know Cindy was doing that. We just never reassigned that work.”

Commission Kahn acknowledged that things fell through the cracks. He appreciated Jeff K.’s offer to get HSH staff involved to get the SGAC back on track.

**Public Comment**

There was no public comment.

**Next Meeting**

Wednesday, September 5, 2018

2:00-4:00PM

1380 Howard Street

5th floor, Room 515 Conference Room

**Meeting Adjourned**

The meeting was adjourned

Respectfully submitted by Cordell Thompson

June 6, 2018