

**DRAFT**

**Shelter Grievance Advisory Committee (SGAC)  
Meeting Minutes  
December 9, 2015, 2:00-4:00PM, 1650 Mission Street, San Francisco**

**Members Present:** Commissioner Scott Kahn – Chair, Lessy Benedith, Kim Clark, Jennifer Friedenbach, Jean Green, Derrick Hayes, Kristin Keller, Jose Landaverde, Kate Shuton

**Members Absent:** Jeffrey Livingston, Jenise Standfield

**Shelter Client Advocates Present:** Will Daley, Michelle Daniels

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

**Others Present:** Kathy Treggiari, Diana Almanza, Brenda Santiago

**INTRODUCTIONS AND WELCOME:** HSA Commissioner Scott Kahn called the meeting to order. Commissioner Kahn welcomed Michelle Daniels, the new Shelter Client Advocate.

**MEETING AGENDA:** The agenda was reviewed and approved.

**REVIEW AND APPROVAL OF MEETING MINUTES – 6/24/15:** Meeting minutes were reviewed and approved.

**REVIEW OF SHELTER GRIEVANCE STATISTICS**

**15-Month Denial of Services, Internal Hearings and Arbitrations Report 7/14 to 9/15**

**Summary of DOS's by Shelter for July, August, September 2015**

Reports were reviewed by the committee. The 15-Month Denial of Services report will note 30 mats for the Bethel Women's Shelter.

**CLIENT ADVOCATE REPORTS**

**Hearing and Arbitration Monthly Comparison Report – July-September 2015**

Total arbitrations for 2015 was projected to be 63, which is a 38% decrease compared to 2012. The decrease is attributed to the collaborative work between the shelters and the Client Advocates.

High number of discrepancies was noted on the report, even within the number of arbitrations (7 discrepancies). It appears shelters are not reporting all DOS's to the Client Advocates.

A good amount of time is spent in preparing and analyzing the reports. There appears to be little or no interest in the statistics by the committee, and there is no consequence to the shelters for not providing accurate data. Client Advocates proposed a recommendation to eliminate the report.

Shelters are challenged in daily operations, and the number of DOS's is high, particularly for curfew violations. Plus there are a lot of staff involved in the grievance paperwork and the process gets lost in the shuffle.

The committee agreed to continue this report with the following change: only immediate denials of service will be reviewed for the single adult shelters. The family shelter report will continue to report all DOS's.

**Hearing and Arbitration Analysis Report – July-September 2015**

The report has an updated format that includes percentages for the number of DOS's appealed and the number of shelter hearings appealed.

It was noted that immediate DOS's from Compass Connecting Point for removal from the waitlist sways the overall statistics. CCP stats will not be incorporated into the report's summary page in the future.

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In single adult shelters, client's involved in 46% of immediate DOS's request a shelter hearing. Clients in family shelters request a hearing in 67% of immediate DOS's; typically that percentage is higher.

## **NEW BUSINESS**

### **Status of SGAC meetings when no items are on the agenda except for quarterly reports.**

In the past when there were no items on the SGAC agenda except for review of the quarterly reports, the meeting was adjourned after approximately 30 minutes. The membership agreed that if there are no agenda items two weeks prior to the scheduled SGAC meeting, membership will vote to determine if the meeting will proceed or be canceled.

## **PUBLIC COMMENT**

The current reservation policy for the single adult shelters allows one night away from the shelter if the client is hospitalized. If the client is in hospital for a longer period of time, the client's reservation is dropped.

The reservation policy regarding hospitalization was based on research at that time, indicating the majority of clients are at hospital for a single night.

Other statements made during the discussion include:

- Another system should be considered where client is able to provide documentation of longer hospital stay and return to the shelter.
- Other curfew violations are mixed in with hospitalization related curfew violations.
- First night hospital stay is ignored as a curfew violation.
- Hospitals are responsible for client's discharge plan and need to validate if the client has a place in the shelter. One hospital returned a client to the shelter after a one month hospital stay.

It was recommended a work group of members and non-members (Kate, Kathy, Will) convene around this topic and develop a recommendation to HSA for revision of the reservation policy, and presented at the next meeting of the SGAC.

The agenda for the next SGAC meeting should include an update regarding imminent danger in the family shelters.

## **NEXT MEETING**

Wednesday, March 2, 2015

2:00-4:00 PM

1650 Mission Street

3<sup>rd</sup> Floor, Suite 302

## **MEETING ADJOURNED**

Meeting was adjourned at 4:00PM.

Respectfully submitted by Ed DeMasi  
July 13, 2015