

DRAFT

**Shelter Grievance Advisory Committee (SGAC)
Meeting Minutes
September 14, 2016, 2:00-4:00PM, 1650 Mission Street, San Francisco**

Members Present: Commissioner Scott Kahn – Chair, Kristin Keller, Jose Landaverde, Jeffrey Livingston, Kate Shuton

Members Absent: Lessy Benedith, Kim Clark, Jennifer Friedenbach, Jean Green, Jenise Standfield

Shelter Client Advocates Present: Will Daley, Nick Kimura

HSA Staff Present: Cindy Ward, Jemari Foulis, Ali Schlageter, Cathy Perdue, Ed DeMasi

Others Present: Yesenia Lacayo, Mayra Medel-Sanchez, Diana Almanza, Emeka Nnebe

INTRODUCTIONS AND WELCOME: Chair Scott Kahn called the meeting to order. Membership attendance did not constitute quorum for the meeting.

MEETING AGENDA: Due to lack of quorum, the agenda was not approved.

REVIEW AND APPROVAL OF MEETING MINUTES – 6/8/16: Due to lack of quorum, the meeting minutes were not approved and will be place on the next meeting agenda for approval.

SGAC BUSINESS

The Youth Shelter Service Provider seat on the committee remains open. Department of Homelessness and Supportive Housing (HSH) staff will outreach to Jonathan Lisan and determine other possible candidates to fill the vacancy.

REVIEW OF SHELTER GRIEVANCE STATISTICS

**15-Month Denial of Services, Internal Hearings and Arbitrations Report April 2015 to June 2016
Summary of DOS's by Shelter for April, May, June 2016**

Jeff pointed out a spike in acts of violence at the Sanctuary shelter with levels appearing high in comparison to other large shelters. Emeka responded there is no known specific cause for the high number of DOS's for acts of violence.

CLIENT ADVOCATE REPORTS

Hearing and Arbitration Monthly Comparison Report – April-June 2016

Hearing and Arbitration Analysis Report – April-June 2016

Will feels the reports are not accurate given the data is based on shelters' reporting of the information. Per the Comparison Report, there are a high number of discrepancies between shelter reporting and the Client Advocate data.

Will stated that even with discrepancies being high there continues to be no outcome or consequence to the shelters. No one seems interested in the discrepancies or investigating the causes for discrepancy. It was again mentioned whether the report information should continue to be gathered and presented. Following are additional remarks concerning the Comparison Report:

- Originally information was gathered by a previous Client Advocate to document discrepancies, and was not requested by the SGAC.
- Shelters are under-funded and overworked.
- Calls into question the accuracy of any statistics presented.
- Historically, 50% of DOS's in adult shelters had been appealed. Currently the number of DOS's appealed is at 43%.
- In light of the lower percentage, there would be concern if clients are not being informed of their rights to a hearing.

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- Client Advocates will step up outreach to shelter client to once per week in order to promote the grievance process and client's right to a shelter hearing.
- Need an internal conversation to emphasize delivery of information to clients about the grievance process.
- It may be valuable to continue to review the Comparison Report.
- Clients may not be receiving DOS paperwork and hearing information due to the level of escalation of the event leading to the DOS and the time necessary for staff to complete the DOS paperwork.
- CAAP clients may not be interested in a shelter hearing since they are able to go to the CAAP office for another bed/reservation.

The Comparison Report for the next quarter should be for immediate DOS's at single adult shelters only.

OLD BUSINESS - There was no old business.

NEW BUSINESS

Discussion: Development of Committee Bylaws

Committee members received an email regarding transfer of the Shelter Grievance Policy (SGP) authority from HSA to HSH. With this transfer the SGP will fall under the purview of the Local Homeless Coordinating Board (LHCB) who will approve any future changes/updates of the policy. Membership and composition of the SGAC will remain the same.

The SGAC has no established bylaws. The seats on the committee are only described as part of the SGP which does not establish any term limit to individuals occupying those seats.

Since bylaws would only pertain to the workings of the committee, and not a change to the SGP, approval from the LHCB would not be necessary. Following are further remarks regarding bylaws for the committee:

- Bylaws constitute rules of order and the committee has generally set rules as needed.
- If not broke, don't fix it.
- Are bylaws needed to address any inefficiency?
- Is limitation of committee member terms necessary?
- Bylaws would codify how the committee operates and how the committee views its role.

Action items following the discussion are:

- Examples of other committee bylaws will be sent to the membership (Cindy).
- Extract from historical committee minutes any pertinent points regarding how the committee operates (Jeff).

PUBLIC COMMENT - There was no public comment.

NEXT MEETING

Wednesday, December 7, 2016

2:00-4:00 PM

1650 Mission Street, 3rd Floor, Suite 302

MEETING ADJOURNED

The meeting was adjourned.

Respectfully submitted by Ed DeMasi

October 7, 2016