



**Shelter Grievance Advisory Committee (SGAC)
Wednesday, March 22, 2017 – 2:00pm to 4:00pm
1650 Mission Street, 4th floor
Mission Conference Room**

Agenda

- I. Introductions and Welcome – Commissioner Scott Kahn
- II. Review and Approval of the Agenda
- III. Review and Approval of Minutes from 9/14/16 Meeting
- IV. SGAC Business
 - Status of Vacant Young Adult Provider Seat
- V. Review of Shelter Grievance Statistics – Cindy Ward
 - 15 Month Denial of Services, Internal Hearings and Arbitrations Report 9/16-12/16
 - Summary of DOS's by Shelter for October, November, December 2016
- VI. Client Advocate Report – Will Daley
 - Hearing and Arbitration Comparison Report October-December 2016
 - Hearing and Arbitration Analysis Report October-December 2016
- VII. Old Business
 - Review and Approve of minutes from 6/8/16 meeting
 - Update regarding the modification of the curfew policy for clients who have been hospitalized.
- VIII. New Business
 - Shelter Grievance Policy's 25th anniversary of implementation is in April
 - Discussion of Bylaws for SGAC
 - SGAC/New Department
 - Grievance Policy and Navigation Centers
 - Date and Time of meetings (PHC Conflict)
- IX. Public Comment
- X. Next Meeting
Wednesday, June 21, 2017
2:00-4:00PM

*1650 Mission Street
3rd floor, Suite 302*

XI. Adjournment

DISABILITY ACCESS

The Shelter Grievance Advisory Committee meeting room has accessible seating for persons with disabilities (including those using wheelchairs). The closest accessible BART Station is at Civic Center. The closest accessible Muni Metro Station is Van Ness. Accessible MUNI Lines are the 14, 49 and 26 lines. To obtain a disability-related modification or accommodation, including auxiliary aids, services or sign language interpreters to participate in the meeting, please contact the Housing and Homeless Programs Office at 557-6449 at least two business days before the meeting to help insure availability. In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City accommodate these individuals

TRANSLATION SERVICES

Interpreters for languages other than English are available on request. Please contact the Housing and Homeless Programs Office at 557-6449 at least two business days before a meeting.

KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code) or to report a violation of the ordinance, contact Donna Hall with the Sunshine Ordinance Task Force at 554-7724, Fax 554-7854, [e-mail: Donna.Hall@sfgov.org](mailto:Donna.Hall@sfgov.org) City Hall Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102-4689. Copies of the Sunshine Ordinance may be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library and on the City's website at <http://sfgov.org>

LOBBYIST REGISTRATION AND REPORTING REQUIREMENTS

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code Section 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 30 Van Ness Avenue, Suite 3900, SF 94102, (415) 581-2300; FAX (415) 581-2317; and web site <http://www.sfgov.org/ethics/>.

SUBMITTING WRITTEN PUBLIC COMMENT TO THE SHELTER GRIEVANCE ADVISORY COMMITTEE

Persons who are unable to attend the public meeting may submit to the Advisory Committee, by the time the proceedings begin, written comments regarding the subject of the meeting. These comments will be made a part of the official public record, and brought to the attention of the Shelter Grievance Advisory Committee and the Department of Human Services. Written comments should be submitted to the Shelter Grievance Advisory Committee, Post Office Box 7988, San Francisco, CA 94120.

ORAL PUBLIC COMMENT TO THE SHELTER GRIEVANCE ADVISORY COMMITTEE

Public comment will be taken on each item being considered by the Committee prior to the Committee's vote.

EXPLANATORY DOCUMENTS RELATED TO AGENDA ITEMS

Copies of explanatory documents are available through the Housing and Homeless Programs Office (415-557-6449) during normal business hours. They can be faxed or mailed to you upon request. They are now also available at the department's web site <http://sfgov.org>

SOUND-PRODUCING ELECTRONIC DEVICES PROHIBITED

The ringing of and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.