**Shelter Grievance Advisory Committee (SGAC)**

**Meeting Minutes**

**March 14, 2018, 2:00-4:00PM, 1650 Mission Street, San Francisco**

**Members Present:** Commissioner Scott Kahn – Chair, Lessy Benedith, Jeffrey Livingston

**Members Absent:** Kim Clark, Kate Shuton, Jenise Standfield, Jennifer Friedenbach, Jean Green, Jose Landaverde

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

**HSH Staff Present:** Cathy Perdue, Brian Quinn, Jemari Foulis, Cordell Thompson

**Others Present:** Emeka Nnebe, Marlon Mendieta

**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:** 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 Compass Connecting Point seat**

Since the committee didn’t have quorum, Chair Kahn requested that Nick proceed by submitting his client advocate reports.

**Review of Shelter Grievance Statistics**

**15 Month Denial of Services, Internal Hearings and Arbitrations Report 10/16-12/17**

**Summary of DOS’s by Shelter for October-December 2017**

Jeff had a question about the 15 month report. He didn’t know if this was a big deal or not, but it seems to him the number of internal hearings and arbitrations were dipping. Nick agreed that the third quarter and current quarter numbers were lower. According to Nick, it’s their goal to resolve things at the hearing level.

**Client Advocate Reports**

**Hearing and Arbitration Monthly Comparison Report – October-December 2017**

**Hearing and Arbitration Analysis Report – October-December 2017**

Nick noted the report only covered October and November. He pointed out that there were discrepancies between the client advocates’ numbers and the shelter numbers. The discrepancies were a lot higher, because he included Larkin. Nick had concerns that Larkin was not following policies and contract agreements.

Jeff asked if Dolores’ numbers were always high.

Responding, Nick noted that Dolores’ numbers are usually higher than other shelters. He had concerns that Dolores held hearings without advocates present, causing the numbers to be higher. Currently, the client advocates are tracking grievance policy violations. They haven’t created a report yet, but hope to provide a report for the next meeting.

Jemari stated that she didn’t see Harbor House in the report.

Nick acknowledged that Harbor House was not in the report, since they started in December. Also, he revealed that the navigation centers were not added, because they weren’t under their purview at the time.

**Old Business**

There was no old business.

**New Business**

Since there was no new business, Chair Kahn wanted to focus on SGAC member attendance. With the assistance of Jeff, Chair Kahn suggested emailing or calling absent members. Jeff preferred calling members, because emails could be ignored.

Changing the topic, Jeff had concerns about the growing number of denial of services based on violence and threats of violence at Next Door. He noted that violent DOS’s were much higher than other shelters. Chair Kahn asked if someone could speak to Next Door’s director.

Marlon Mendieta introduced himself to the SGAC. He’s the associate director of the Next Door shelter. He wondered if it was a trend that’s moving out of the normal range of violent incidents at the shelter.

Marlon said, “What I have seen is there’s been a lot of challenges, with people having a lot of difficult episodes, and there’s a high medical need. We’ve got a lot of people with mental health or physical health or substance use problems. I’ve had people kind of describe the shelter to me as being kind of a medical facility.” “There’s definitely some interesting trends in there. But again, all I can do is say I hear that feedback, and we have to explore that.”

Jeff reassured Marlon that his comments were an observation, not a criticism. Due to the increase in violence, Jeff wondered if the City needed to devote more resources to the shelter. The second issue that Jeff brought to the committees’ attention was his concern about shelter staff being too punitive. He based his opinion on the large percentage of denial of services being reversed. Thirdly, Jeff discussed the expansion of the definition of violence that extends to threats outside the shelter. According to Jeff, he’s noticed a “certain number” of denials due to incidents outside of the shelters. Also, he acknowledged that there’s going to be a certain level of violence with the population served by Next Door.

Marlon expressed his interest in exploring the growing violence at Next Door.

**Public Comment**

There was no public comment.

**Next Meeting**

Wednesday, June 6, 2018

2:00-4:00PM

1650 Mission Street

4th floor, Mission Room

**Meeting Adjourned**

The meeting was adjourned. Chair Kahn instructed Cordell to provide him with the contact information of SGAC members.

Respectfully submitted by Cordell Thompson

March 14, 2018