

**Shelter Grievance Advisory Committee (SGAC)
Meeting Minutes
September 5, 2018, 2:00-4:00PM, 1380 Howard Street, San Francisco**

Members Present: Commissioner Scott Kahn – Chair, Lessy Benedith, Jennifer Friedenbach, Kate Shuton, Jose Landaverde, Jeffrey Livingston, Dr. Joe Kenan

Members Absent: Nicholas Kimura, Jean Green, Jacquelynn Evans Gbogboade

Shelter Client Advocates Present: None

HSA Staff Present: Cordell Thompson, Scott Walton, Elisabet Medina, Lisa Rachowicz, Natalie Medina

Others Present: Marlon Mendieta, Alejandro Nuno

Introductions and Welcome: Members and guests introduced themselves.

Meeting Agenda: The agenda was reviewed and approved.

Review and Approval of Meeting Minutes – 12/6/17, 3/14/18 & 6/6/18: Meeting minutes were reviewed and approved.

SGAC Business

New HSH Lead Representative to the SGAC, Scott Walton

Scott Walton introduced himself to the Shelter Grievance Advisory Committee (SGAC). During his brief time as the Lead Representative, Scott spoke of his efforts to recruit members for the vacant seats through the Local Homeless Coordinating Board (LHCB), the Department of Homelessness and Supportive Housing (HSH), and HSH's networks. There were four vacant seats: an at-large, a family consumer, a single adult consumer, and a transitional age youth (TAY) consumer seat. Overall, eight candidates were recruited. They were presented to the Local Homeless Coordinating Board on August 29th.

Welcome to the New Members

Dr. Keenan was voted into the single adult consumer seat. Jacqueline Evans was voted into the family consumer seat. However, Mrs. Evans was not able to attend due to a family emergency. Nicholas Kimora was voted into one of the at-large seats. Nicholas was not able to attend due to previously scheduled travel plans. Scott noted that Nicholas is very committed to being part of the SGAC.

Recommendation regarding whether or not to have an age-range eligibility for the TAY Consumer Seat

Scott felt the discussion was good at the LHCB regarding the TAY Consumer seat. At the LHCB, it was announced that HSH would continue to recruit for the transitional age youth seat. During his discussion with the Chair of the LHCB, Scott pointed out that the Shelter Grievance Policy doesn't list a transitional age youth seat. However, he thought that it would be a great idea to add a TAY seat and there was a lot of interest in doing so. The LHCB wanted more time to recruit for the TAY seat, therefore Scott believed they didn't vote. According to Scott, one of the candidates had experience as a transitional age youth homeless person. But at age 35, some on the board questioned if he would be a good representative.

During their October meeting, the LHCB will make a decision about the TAY seat. Scott brought to the committee the idea to discuss and make a recommendation to the LHCB ahead of their October meeting. Furthermore, Scott told the SGAC that recruitment will continue in October and November, so that the TAY seat can be filled by the December meeting. Scott spoke of the large interest in recruitment. Also, several young adult providers are interested in helping with recruitment. Additionally, Scott believed that a recommendation from the SGAC would be viewed favorably from the LHCB.

Dr. Joe Kenan discussed an individual considered for the TAY seat. "He is also a member of the Shelter Monitoring Committee," Dr. Kenan said. "As far as I can tell, he is very well respected, a guy that everyone wanted on the committee. So there's a lot of talk amongst the Local Homeless Coordinating Board that he is a choice pick. But certainly weighed with the fact that he hasn't been involved in the system for-- he aged out at 25, but was in the system for a number of years, like maybe seven years. So has a rich experience, a rich knowledge. He's currently in Berkeley's Master's Program. Just seems like a fantastic guy, just to add that."

Update on Recruitment for Vacant SGAC Seats

Jennifer Friedenbach inquired about the status of absent committee members.

Cordell Thompson explained that both Jenise Standfield and Kim Clark resigned their seats. Unfortunately, no one has been able to make contact with Jean Green.

For clarification, Jennifer asked about the process to remove a member from the SGAC.

Scott believed the SGAC could recommend to the LHCB that absent committee member (Jean Green) be removed. He told the committee members that he'd seen a draft of the bylaws and the group could put the bylaws forward to the LHCB to get their approval.

Responding to Scott, Jeffrey Livingston stated that the bylaws had been submitted to the LHCB.

Apparently, the bylaws had not been approved. Scott told the SGAC that he'd work with the LHCB staff and ask that be added to their agenda. "So I will take that to the Local Homeless Coordinating Board to see if they're willing to approve that because that'll speed things up," Scott said. "But in the meantime, I think you could propose that they terminate the membership of the one person. We start recruiting for that position, and you could make a proposal if you want about the TAY position, and we start recruiting for that."

Commissioner Scott Kahn expressed his concern for Jean Green, since she had not responded to any attempts to contact her.

Again, Scott proposed the SGAC could submit a request to the LHCB that Jean be removed.

"We notified them, and when they didn't come, we just voted them off, and nobody has ever said we couldn't," Jeffery said. "It's our committee; we can do what we want. But we certainly have the power to send out letters and notify people of what we're thinking about. I'm getting back to the point that Scott was making. Jean was always very active and engaged when she was here, so I have a concern outside of her, it's not lack of interest. And I'm just wondering how aggressive we can be to find out where she is and what's up."

Scott told the committee that he'd reach out to Cindy Ward to see if she could get in contact with Jean. He also expressed his concern about the ability of the SGAC to reach quorum, since she has been absent.

Responding to Scott, Jeffery noted that the committee can consist of 15 seats. By expanding the committee, the SGAC can hold Jean's seat in the meantime.

Jennifer brought up her concerns about the diversity of the body. She suggested that future recruitment focus on bringing in more African Americans. Jennifer acknowledged new committee member Jacqueline Evans, who's African American.

Jeffery asked about the number of at-large seats available.

Replying, Scott explained that his original goal was to fill the four vacant seats. He expressed his openness to work with the SGAC to expand the committee and recruit for any future open seats.

Jeff moved that the committee recommend a transitional youth person be found for one of the available seats.

Jennifer seconded the motion and the motion was passed unanimously.

Scott said he'd take that information back to the LHCB, saying that this committee wants a seat for TAY. Still uncertain about the wishes of the SGAC, Scott asked the members how large the committee wanted to grow.

Jeff reminded the committee of a time when the SGAC was close to 15 members. "It got smaller, and there were no replacements. But at one point, it operated at pretty close to 15, which was what the original policy envisioned."

Jennifer moved to make a motion that the SGAC recommend the creation of two additional vacant seats to the LHCB. According to her, she believed that it would be smarter to add a couple of members and then grow later. She noted how hard it is to get quorum.

Seeking clarification, Jeffery asked Jennifer if she was recommending two additional seats. He pointed out that thirteen would be a better number in order to prevent a tied vote. After further discussion, Jeffery seconded Jennifer's revised motion to add an additional 3 seats to the SGAC. The motion was passed unanimously.

Review of Shelter Grievance Statistics

15 Month Denial of Services, Internal Hearings and Arbitrations Report 5/17-7/18 Summary of DOS's by Shelter for April-June 2018

Jennifer went over the DOS data with the committee members.

Jeffery noted that the number of arbitrations had dropped over the years. However, he did share his concerns that shelter clients might not be advised of their rights to arbitration after their shelter hearing.

Adding to the conversation, Jennifer noted that the option of arbitration is always shared with the guest at the end of a hearing. Even when modified, the shelter and client can reach an agreement where they are given the opportunity to reduce the consequence, and they still have the right to go to arbitration.

In regards to Jennifer's statement, Jose Landaverde ask if the option to modify a DOS was applicable to incidences of violence. He asked for a specific example.

Jennifer explained that the DOS forms got changed.

The past form, according to Jeffery, you could see the reason for the DOS.

"And so the big issue is looking at what's behind the reasons for those actual arbitrations," Scott said. "I think when our new department data team started, they were trying to come up with what's useful, but we can definitely take it back to them and ask if there's additional information that they could add."

Addressing Scott, Jeffery shared his concerns about high rates of violence in any particular shelter. He stated that high incidences of violence in a shelter could be a red flag, especially when there's low numbers everywhere else.

Scott told the committee that he'd been watching to see how violence resulted in an increase of denial of service.

According to Jeffery, violence, threats of violence, and possession of weapons were the violations that really caught his eye.

Scott informed the SGAC that he'll speak to the HSH data team and see if certain details regarding arbitrations were inadvertently removed from the DOS reports. Plus, he'll see if the missing details can be returned, along with other items of interest. Scott will speak with the client advocates in an upcoming meeting to get their opinions and share it with the HSH data team.

Client Advocate Reports

Hearing and Arbitration Monthly Comparison Report – April-June 2018

Hearing and Arbitration Analysis Report – April-June 2018

The client advocates did not attend the meeting. However, Nicholas Kimura provided both reports for April through June 2018.

Old Business

Commissioner Kahn spoke on the passing of Will Dailey and his desire to memorialize him by having his name on a building, plaque, or a room. The Commissioner stressed the importance to move forward in officially honoring him. "From that standpoint, as the Chair, I'm asking for some help with it. I'm asking to hear people's feelings about it," Commissioner Kahn said. "I mean, I've never seen a turnout for a memorial service like there was for Will, and I don't want to forget that. And I don't want to forget him because to me personally, it's a big loss not having him at the meetings."

Jeffery agreed with the principle of honoring Will. However, he asked what would Will like to be associated with? He doubted it would be a building.

Commissioner Kahn expressed how overwhelmed he was by the turnout at Will's memorial. The Chair acknowledged Will's work in the trenches and how Will deserved recognition for his years of contribution to the community.

Jeffery suggested that the SGAC should recommend a series of ideas to the LHCB. According to Jeffery, the LHCB should determine what would be appropriate, because they're the ones who are going to have to approve it.

Scott advised the SGAC that the LHCB might not be the appropriate body for this request. He suggested that the SGAC could make a recommendation to the Department of Homelessness and Supportive Housing.

Jennifer thought it would be really cool for the SGAC to recommend that a new shelter be named after Will. She believed that Will would have liked it. Jennifer referenced the naming of a building after Arnett Watson.

Commissioner Kahn remembered reading in the paper that Jeff Kositsky had lost a personal friend and a building being named in his honor.

Scott referenced the Division Circle Navigation Center in Memory of Brian Quinn. "Brian Quinn was a staff person, died very unexpectedly, was the program manager for navigation centers," Scott said. "So that was something, but also I will say that in our choice to do that, we also negotiated with his family to make sure they were comfortable." Scott suggested that the SGAC should propose these ideas directly to HSH or to the LHCB, so they can participate in identifying some options.

Jeffery made a motion: "The motion is that at our next meeting, we have a discussion and reach an agreement as to what we're going to recommend, and that we are asking for input from various people that we will consider at the next meeting. But we commit ourselves to make a recommendation as to the specific item, or a specific place, or a specific subject at the next meeting."

The motion was seconded and passed unanimously.

New Business

There was no new business.

Public Comment

Commissioner Kahn opened the meeting up for public comment.

Marlon said he'd like to speak on three points. For his first point, he suggested making more space for public comment throughout the agenda. He reasoned that some conversations are very dynamic. By waiting until the end of the meeting to discuss an agenda item, Marlon felt the agenda item discussion loses its momentum.

"This subject is addressed in the bylaws, the very subject you mentioned, and the Chair has the ability to recognize public comment," Jeffery said.

Responding to Jeffery, the Chair asked if public comments should be asked throughout the meeting.

Jeffery referred to the bylaws, pointing out that they give the Chair power to allow public comment in the midst of the meeting.

Jennifer approved of the idea to allow public comment during every agenda item.

Marlon emphasized the importance of allowing public comment during a motion. He felt it was necessary for the public to have an opportunity to influence the vote.

Commissioner Kahn agreed with Marlon. He told the group that he is interested in people's opinions and committee will put public comment for each item in the agenda in the future.

For his second point, Marlon expressed his respect for both Brian Quinn and Will Dailey. He thought both of them had a lot of impact in the community. He noted that a library was dedicated to a former site manager. Marlon believed that there are many options to honor people who have served the community.

Finally, Marlon asked how shelter data could be presented more effectively to reveal what's happening in the shelters. According to Marlon, it would make a difference if HSH's data was compared every so often. By comparing two or three years of data during that same time period, Marlon believed that trends would be easier to see. Marlon told Scott to bring that idea to the HSH data team, so multiple years of data can be compared to tell a clearer story.

Next Meeting

Wednesday, December 5, 2018
2:00-4:00PM
1360 Mission Street
2nd floor, Collaborative Space

Meeting Adjourned