

City and County of San Francisco

SHELTER GRIEVANCE ADVISORY COMMITTEE

Shelter Grievance Advisory Committee

Bylaws

Article I – Shelter Grievance Advisory Committee

The name of this governmental body shall be the Shelter Grievance Advisory Committee (“the Committee”).

Article II – Purpose

Section 1 – Overall Mandate

The Committee was created and its mandate determined by the Shelter Grievance Policy (“the SGP”), adopted on April 23, 1992 and amended on various occasions thereafter. The Committee is overseen by and reports to the San Francisco Local Homeless Coordinating Board (“the Board”). The Committee is supported by and works with the Department of Homelessness and Supportive Housing (HSH). The Committee does not require its own mission statement.

Section 2 – Powers and Duties

The authority and duties of the Committee are as is set forth in the SGP.

Section 3 – Reports

The Committee is not required to produce reports to any governmental body on a regular basis. However, in the event that the Committee either 1) is requested by HSH to comment on specified conditions in the shelters, components of or proposed changes to the SGP, 2) has voted to propose changes in the SGP or 3) has become aware of conditions in one or more shelter or in the administration of the shelters that the Committee believes need to be addressed, the Committee may make a report to the Board. The report shall be delivered to the Board by the senior member of HSH staff present at the Committee meeting. No specific form is required for the report as long as it fully and completely conveys the findings or recommendations of the Committee.

Article III – Members

Section 1 – Members and Staff

The Committee consists of Members who are appointed through the procedures provided in the SGP. Only Members are entitled to vote.

Staff of HSH shall assist the Committee by 1) preparing advance notices of meetings, 2) coordinating the developing agenda with the Chair, 3) preparing and distributing agendas and attachments, 4) preparing regular reports on shelter conditions, 5) responding to questions and requests from the Committee and 6) providing such other technical assistance to the Committee as required by the SGP or requested by the Committee.

HSH staff are not Members of the Committee, and are not counted toward a quorum. Staff of HSH may contribute to discussions as set out below.

Section 2 – Duties and Attendance

Members must make every effort to attend the meetings of the Committee in a timely fashion. In the event that a Member misses two consecutive meetings without providing reasons to either the Chair or to the main contact person with HSH, that Member shall be sent a notification that s/he will be removed from the Committee at the next meeting unless s/he appears at the meeting or provides a reasonable explanation for prior absences. If at the next meeting after such notification has been sent to the Member the Member has neither appeared nor provided a satisfactory explanation for the prior absences, the Committee may either remove the Member or request a second notification be sent. If after a second notification the Member fails to appear at the next meeting or provide a satisfactory explanation for the prior absences, the Committee shall remove the Member from the Committee. The Committee shall report the removal of any Member to HSH and the Local Homeless Coordinating Board and request the appointment of a replacement Member.

Section 3 – Representation

Committee Members may identify themselves as Members of the Shelter Grievance Advisory Committee when they are not conducting Committee business. However, outside of Committee meetings, Members need to state that they are not speaking in any official capacity. Other than the Chair, her/his designee or a Member designated by the Committee for this purpose, a Member may not represent the Committee before any body, or before the media.

Article IV – Officers

Section 1 – Officers

The Committee shall have no officers other than the Chair. The Chair may, but is not required to appoint an Acting Chair to assume the Chair's duties to run meetings in the Chair's absence. The appointment may be *ad hoc* or on a standing basis. The Acting Chair may either be a Member of the Committee or a senior HSH staff.

Section 2 – Duties and Powers of the Chair

The Chair (or the designated Acting Chair) will preside at all meetings of the Committee. In the event of the unexpected absence of the Chair without the appointment of an Acting Chair, the

senior HSH staff present shall act as the Acting Chair for that meeting. An Acting Chair so designated shall not be allowed to vote or count toward a quorum.

Presiding duties include opening, conducting the meeting and adjournment, ascertainment of existence of a quorum, recognition of Members and speakers entitled to the floor, calling for and taking votes on motions and proposed amendments to motions, enforcement of the rules of debate, confirmation that the proceedings are in compliance with applicable regulations and ordinances, and protection of the assembly from frivolous or dilatory activities.

In the event of a disturbance or breakdown in meeting decorum, the Chair is empowered to take one or more of the following actions: 1) request the attendance of security personnel, 2) order that any person other than a Member remain silent for the course of the meeting, 3) request the removal of any person other than a Member, 4) adjourn the meeting to another time and/or place.

Article V – Meetings

Section 1 – Regular Meetings

Regular Meetings of the Committee shall be held on a quarterly basis at a time to be set at the prior meeting. Staff of HSH shall arrange for the place of the meeting. Regular Meetings shall be publically noticed per the applicable regulations and ordinances.

Section 2 – Special Meetings

In addition to Regular Meetings, either the Chair or a majority of the Committee may elect to hold Special Meetings where a matter of special interest requires immediate attention. HSH staff shall be responsible for arranging a time and place for the Special Meeting, for notifying all Members of the Special Meeting at least 3 weeks before the meeting and, if required, shall collect and record the votes of Members requesting a Special Meeting. Special Meetings shall be publically noticed per applicable regulations and ordinances.

Section 3 – Notice, Agenda and Recording Requirements

A staff member of HSH shall be designated as the main contact person for Committee business, with primary responsibility for 1) scheduling meetings, 2) preparing the agendas, 3) preparing the meeting documents, 4) providing required advance notice to Members and the public, 5) maintaining the records of the Committee, including historical paper records for the prior seven years, and digital records whenever possible 6) taking minutes at the meetings and 7) providing draft minutes at the next meeting.

Section 4 - Quorum

No vote may be taken on any matter, including the agenda and minutes, absent a quorum. The presence of a majority of appointed Members of the Committee at a meeting constitutes a quorum. Proxies are not permitted.

In the event that a quorum is not present within 15 minutes of the scheduled start of a meeting, the Chair may either cancel the meeting or continue it as an informational meeting. In the event that a quorum is later established, the meeting may resume as a full meeting. The decision whether to cancel or continue should be taken with the consultation of the Members present.

Section 5 –Action at and Conduct of the Meeting

The meetings of the Committee are not governed by any formalized rules of order other than those that follow and by such actions taken by the Chair to further decorum and civility.

Members present at the meeting may vote “yes/agree” or “no/disagree” on any matter up for vote, or the Member may abstain. Absentee or proxy votes are not permitted. A matter passes or fails to pass by a majority of votes cast; abstentions are not included in the total of votes cast at the meeting. Abstentions do not, however, reduce the number of Members present for a quorum.

Unless otherwise dictated by circumstances, the order of the meeting agenda shall be 1) introductions of Members and guests, 2) review and approval of the agenda, 3) review and approval of the minutes of the past meeting(s), 4) messages from the Chair, 5) report(s) of Committee business by HSH staff, 6) review of Shelter Grievance Statistics as presented by HSH staff, 7) report of the Client Advocates, 8) old business, 9) new agenda items, 10) public comment, 11) scheduling of the next meeting and 12) adjournment of the meeting.

The agenda shall be approved by a motion made by a Member, seconded by another Member and approved by a majority of the Members voting. Only items on the agenda may be discussed at the Meeting. Prior to approval of the agenda, the Chair may entertain proposed amendments to the agenda, if submitted by HSH staff or a Member, but may not amend the agenda if that would violate applicable regulations and ordinances. Items may not be added to the agenda during the public comment period.

Minutes of the prior meeting(s) shall be approved by a motion made by a Member, seconded by another Member and approved by a majority of the Members voting. Prior to approval, any Member may propose amendments to the draft minutes. Proposed amendments shall be accepted if no Member objects. In the instance of an objection, a proposed amendment will be adopted only if accepted by a majority of Members voting.

All other decisions of the Committee shall be made by majority vote on seconded motions. Any Member may make a motion for action to be taken. Such motion shall be made orally before the Committee and shall be recorded by HSH staff responsible for taking minutes. Upon a second by another Member of the Committee, the Chair shall entertain discussion on the motion until the issue has been fully surveyed or if the discussion becomes unnecessarily repetitive, at which point the Chair shall call the motion to a vote. Amendments to a motion are permitted 1) at any time by the Member making the motion, whether or not it has been seconded or 2) on a motion to amend made and seconded by another Member and accepted by a majority vote of Members after a reasonable amount of discussion. Prior to the vote on a

seconded motion pertaining to 1) old business or 2) new agenda items, the Chair shall invite public comment on the motion. Public comment is limited to two minutes per person per motion.

The Chair is permitted to call for a “straw vote” on any seconded motion pertaining to 1) old business or 2) new agenda items.

The Committee or the Chair may invite guests to present reports or respond to Members’ questions on any matter on the agenda and may also entertain commentary by non-Members on such items. However, once a motion has been made and seconded, and with the exceptions of 1) public comment described above or 2) a request for clarification by the staff member of HSH charged with recording the minutes, only Members may be heard on the motion.

In the rare circumstance in which an equal number of Committee Members vote on either side of a seconded motion, that motion may be carried over to the next regularly scheduled meeting of the Committee or the motion may be tabled to the agenda of a Special Meeting. If so continued or tabled, the matter shall be considered a motion seconded and pending, with time re-opened for further discussion and possible amendment. This procedure does not apply to approval of the agenda or for amendments to the minutes; in those instances a tie vote shall mean that the proposal does not pass.

At every meeting, at a time allowed for in the agenda, the Committee shall hear public comment from any person in attendance, other than a Member. At the beginning of the public comment period, the Chair shall advise all present of the pertinent rules which are a) public comment is limited to two minutes per person, b) All public comment shall be civil and respectful and c) public comment should only address a subject that is within the purview of the Committee. If necessary, the Chair may cut off any speaker who is uncivil, repetitive, unrestrained, or unreasonably disrespectful of the Committee, an individual Member or the Shelter Grievance Policy.

At his or her discretion, the Chair may remove from the meeting any non-Member who is disruptive or who fails to abide by these Bylaws. HSH staff will enforce any request to remove a non-Member from a meeting of the Committee.

Section 6 – Cancellation of Meeting

Meetings may be cancelled by the Chair if the Chair is aware that a quorum will not be available or if there are no new agenda items. If a meeting is cancelled for lack of new agenda items, HSH staff shall inform all Members immediately. The meeting will be restored upon the application of any Member, made within 5 working days of the HSH notification.

Article VI – Committees

Section 1 – Subcommittees

The Committee has no standing committees, but the Committee may form a special subcommittee to accomplish a designated task. The parameters of the task, the scope of the subcommittee and the designation of its members shall be set at the time of its creation. A subcommittee shall cease to exist after completion of the designated task. Unless otherwise decided by the Committee, the designated task has been completed when the subcommittee reports its findings to the Committee.

Section 2 – Subcommittee Members and Chairperson

A subcommittee may consist of only Members or both Members and HSH staff, but a majority of any subcommittee shall be Members. If advisable, the Chair may designate a chairperson for the subcommittee, although the designation of a chairperson is not required.

Section 3 – Accountability of Subcommittee

All subcommittees shall be accountable to the Committee, and shall report only to the Committee. The Committee may, but is not required to accept the recommendations of any subcommittee. Only the Committee may take action on the subcommittee's recommendations; subcommittees are not so empowered.

Article VII – Effect and Amendment of Bylaws

Section 1 – Effect

These Bylaws shall go into effect at the first Regular or Special Meeting called after the Bylaws have been approved by the Committee and also approved by the Board.

Section 2 – Amendment of Bylaws

These Bylaws may be amended after presentation of a proposed amendment as a scheduled agenda item in a Regular or Special Meeting of the Committee. Once passed by the Committee, proposed amendments to the Bylaws must then be approved by the Board. The amended Bylaws shall go into effect at the first Regular or Special Meeting called after the Bylaws have been approved by the Committee and also approved by the Board.

Section 3 – Conflict with the Shelter Grievance Policy

In the event of any conflict between the Bylaws and the Shelter Grievance Policy, the language, conditions and/or procedures provided by the SGP shall control. Any portion or language of the Bylaws contrary to that in the SGP shall be ignored. In the event that the SGP is amended and such amendment causes a conflict with the Bylaws, the Bylaws shall be deemed to have been amended to reflect the amended language of the SGP. At the next Regular or Special Meeting of the Committee, the Bylaws shall be formally amended to be consistent with the SGP.