

Shelter Grievance Advisory Committee (SGAC)
Meeting Minutes
March 19, 2019, 2:00-4:00PM, 1360 Mission Street, San Francisco

Members Present: Commissioner Scott Kahn – Chair, Jose Landaverde, Jeffrey Livingston, Nicholas Kimura, Henry Brown, Stephen Irwin, Lessy Benedith

Members Absent: Terezia Bohrer, Kate Shuton, Dr. Joe Kenan, Jennifer Friedenbach

Shelter Client Advocates Present: Aileen Joy, Ben Baczkowski

HSH Staff Present: Cordell Thompson, Scott Walton

Others Present: Morgan Hecht, Alejandro Nuno, Emeka Nnebe, Leslie Van Dam, John Moyer, Stan Murkowski

Introductions and Welcome: Members and guests introduced themselves.

Meeting Agenda: The agenda was reviewed and approved.

Review and Approval of Meeting Minutes – 12/5/18: Meeting minutes were reviewed and approved.

SGAC Business

Shelter Grievance Training Announcement by Scott Walton

Scott Walton explained to the Shelter Grievance Advisory Committee (SGAC) the steps the Department of Homelessness and Supportive Housing (HSH) are taking to maintain the policies that this committee oversees. HSH provides training to adult / family shelter staff and navigation center staff around the grievance process and the paperwork related to a Denial of Service. The monthly training is based on our experience with the annual Americans with Disabilities Act (ADA) training HSH provides to our programs for persons with disabilities. According to Scott, a post-training test was implemented last month. Shelter staff must take a simple 10 question multiple-choice or true/false test. In July 2018, programs have been informed that anybody who doesn't pass the test will need retake the class. Until that time, shelter staff will not be authorized to issue denials of service. With the

implementation of the post-training test for the ADA training, we've found that we reduced our complaints about accommodations by 70% or more. It's the department's belief that testing for the Shelter Grievance Training will reduce shelter staff confusion related to Denial of Service.

Review of Shelter Grievance Statistics

15 Month Denial of Services, Internal Hearings and Arbitrations Report 10/17-12/18

Summary of DOS's by Shelter for October-December 2018

Scott went over the 15-month run of Denials of Service by site. "I know that last time at our last meeting, there was discussion about wanting reports to break out by type of situation so that we could look at trends," Scott said. The department has not been able to implement the changes, so the report was issued as seen at the last couple of meetings.

Jeffrey Livingston was amazed by the drop in arbitrations, but the rise in the number of Denial of Services. He suggested that it meant one of two things. One, the clients don't feel the need for an arbitration. Or two, the advocates aren't getting notified of these issues.

In response, Ben Baczkowski believed that a lot of the issues were being resolved in the hearings.

Jeffrey raised the issue based on past practices of people not being advised of their rights to arbitration and the advocates not being aware of this happening.

According to Ben, the clients are told about their right to an arbitration. "I think that they know their rights," Ben said. "As far as hearings go, I mean, as advocates we can't be totally sure people are always getting their notice of hearings."

Aileen Joy believed the high number of no-shows at the arbitrations had to do with clients being camped out for weeks after a DOS. If the client loses their phone, the advocates tend to lose track of the client if they don't check in. As a result, they cancel the arbitration. When SF Hot Team staff or someone from the Veterans Affairs can assist, it's proven to work really well to get the client to their arbitration.

Jeffrey pointed out that the report indicated zero no-shows for arbitrations.

Aileen explained that if a client doesn't check in within 24 hours of the arbitration, they'll cancel the proceedings. This is done, so the client doesn't lose by default. She indicated that cancelled arbitrations aren't reflected in the report.

"Generally speaking, if we schedule an arbitration with somebody," Ben said. "We follow up with them and make sure they're going to be there." According to Ben, that's why there's a lower no-show count. He explained how some clients tend to opt out of an arbitration, because they give up. Also, he noted the time period between the hearing and the arbitration might play a role in no-shows.

"But you're twisting the data," replied Jeffrey. "If you want to make a category that says canceled for failure to follow up, that's fine." He felt the omission in the data gave the impression that no one wanted an arbitration.

"At the MSC, there's been an active role in engaging in restorative justice," Lessy Benedith told the committee. She explained how they are collaborating with both the guests and client advocates. Furthermore, she spoke about how leadership and case management work together to benefit shelter guests. Lessy reasoned that's why MSC South had so few arbitrations. She agreed with Jeffrey that there's got to be a way to capture that data.

Client Advocate Reports

Hearing and Arbitration Monthly Comparison Report – October-December 2018

Hearing and Arbitration Analysis Report – October-December 2018

The client advocate report was not available due to a technical issue at the EDC offices. Also, Aileen announced that Jacquelynn Evans would have to relinquish her seat on the SGAC due to staffing issues at the EDC.

According to Ben, the last quarter was pretty light on arbitrations. It was his belief that it was a really good quarter for the advocates as far as getting people back into

the shelters. Also, he believed that clients are getting better outcomes in the hearings. Ben predicted that there will be more arbitrations scheduled for the next quarter.

Old Business

Scott provided an update about the status of the SGAC Bylaws approved on September of 2017. As of the date of the SGAC meeting, the bylaws had not been approved by the Local Homeless Coordinating Board (LHCB). Scott said that he will present the SGAC Bylaws to the LHCB's monthly meeting and request a vote.

Also, Scott spoke about the efforts to show trends in the type of issue related to Denial Service. In the future, adult shelter system and navigation centers information will be moved into the ONE System, which is going to be the database for all of our departments' programs.

The last piece of old business covered the memorial for Will Daley. Scott told the SGAC that he reached out to Park & Rec. Before Scott's presentation, he passed out the naming policy for Park & Rec. According to the policy, a person to be honored should have been deceased for a minimum of two years. Also, Scott mentioned that the Recreation Commission and Parks Commission are very reluctant to rename an existing named park or facility. However, naming facilities or features within an already named park are a possibility.

The application process involves submitting a letter with biographical information and background information that connects the person to the facility or the area of the naming opportunity. Plus, press clippings and any other information that acknowledge that Will is a good candidate will be helpful. It was pointed out to Scott that Boeddeker Park may have some naming options within the park. Naming opportunities for features might be available in the Turk & Hyde Mini Park and the Sergeant John Macaulay Park located at Larkin and O'Farrell. In the future, both parks will undergo renovations. According to Scott, the park alliance has a memorial bench program that allows a plaque to be placed on a bench. However, funds will need to be raised to pay for the bench. Finally, Scott offered to arrange to setup a site visit between committee members and Park & Rec.

Commissioner Scott Kahn suggested that a subcommittee be formed to oversee Will Daley's memorial. Nick Kimura offered to join the subcommittee with the assistance of Commissioner Kahn.

New Business

Discussion regarding types of candidates to be placed on the SGAC

With the conclusion of Old Business, Commissioner Kahn opened up discussion for the types of candidates to be placed on the SGAC. He noted that Jennifer Friedenbach was absent from the meeting, since she requested this topic to be on the agenda.

Jeffrey pointed out that this subject was close to Jennifer's heart. He made a motion to table this to the next meeting. It was seconded and passed by the committee.

Public Comment

There was no public comment.

Next Meeting

Wednesday, June 12, 2019
2:00-4:00PM
1360 Mission Street
2nd floor, Collaborative Space

Meeting Adjourned