

Shelter Grievance Advisory Committee (SGAC)
Meeting Minutes
March 14, 2023, 2:00-4:00PM
Microsoft Team Video Conference

Members Present: Meghan "RK" Johnson – Chair, Patrina Harrison, Henry Brown, Ben Baczkowski, Jennifer Friedenbach, Terezia Bohrer, Stephen Irwin, Cris Plunkett, Kate Shuton

Members Absent: Megan Pelan, Jose Landaverde, Katherine Morales,

Shelter Client Advocates Present: Tyler Rougeau, Anisha Tammana

HSH Staff Present: Cordell Thompson, Janay Washington, Christopher Kramer, Lisa Rachowicz, Emily Cohen

Others Present: Arturo Arevalos, Maria Hernandez, Tasha Kelly, Yesenia Lacayo

Introductions and Welcome: Members and guests introduced themselves.

Meeting Agenda: The agenda was reviewed and approved.

Review and Approval of Meeting Minutes – 12/13/22: Meeting minutes were reviewed and approved.

Chair Meghan Johnson announces Lessy Benedith and Jane Ginsburg have moved on.

According to Cordell Thompson, Jane requested that Terry Bohrer say something on her behalf.

Terry praised Jane and hopes for a new arbitrator soon. Also, she praises Lessy work on the SGAC.

Cordell noted that Meghan Pelan, a new member, had missed several meetings and suggests The Chair reach out to her. Plus, he confirmed that there are three open seats on the committee: Arbitrator, Single Adult Consumer, Single Adult Shelters.

Starting in March meetings must be in public

Ben Baczkowski asked for clarification on the agenda item which states meetings be made public.

Terry mentioned that after March all meetings are supposed to be person. Due to Covid, they had been online.

Cordell stated that he is investigating venues for meetings. City Hall was brought up as an option, but there was consideration regarding cumbersome security.

Terry suggested the SF Main Library.

Stephen Irwin asked if hybrid meetings were feasible?

Cordell said that he would further investigate this option.

Review of Shelter Grievance Statistics

15 Month Denial of Services, Internal Hearings and Arbitrations Report 11/21 – 4/22

Lisa Rachowicz reviewed the shelter grievance report. She acknowledged the inconsistent reporting amongst the providers are problematic.

Jennifer Friedenbach stated that it was important to figure out if the Bayview Triage Center needed some follow up regarding client hearings.

Ben commented that there are many new sites and that many are not submitting data. He reiterated the importance of looking at the issue from a more human perspective. Also, Ben suggested that all committees deal with incomplete data and that program managers be more conscious of this issue and consequences.

Tyler Rougeau pointed out that some data was missing from the report.

Client Advocate Reports

Hearing and Arbitration Monthly Comparison Report for October – December 2022

Tyler stated that he changed the way the report was formatted. He placed Non-Congregate, Shelter at Issue, Basis for Denial of Service in first part.

Old Business

No old business.

New Business

Implications of the HSH Commission to appoint members to the Shelter Grievance Advisory Committee (Emily Cohen)

Emily Cohen provided an update on the progress regarding formation of Homelessness Oversight Commission (HOC). Two Ordinances passed by the Board of Supervisors gave more authority to the new commission (HOC) to appoint members, and require the Shelter Monitoring Committee and Our City, Our Home Committee to provide data and recommendations to the commission. Emily further explained the various amendments and how they impact departments, terms, and federal funding.

Key finding:

- LHCB- Seats increase from 9-11.
- You can only serve on one board- LHCB, SMC, SGAC.
- Terms are staggered to lessen massive turnover.
- Sends reports to the HOC instead of LHCB.
- Required annual written report sent to HOC by March 1
- HOC has authority to appoint all members.

Both Jennifer and Henry Brown announced they would be leaving the SGAC.

Discussion item regarding Arbitrators acting outside scope of authority and/or ignoring due process requirements of Shelter Grievance Ordinance (Ben)

To be discussed in the next meeting.

Public Comment

There was no public comment.

Next Meeting

Tuesday, June 20, 2023

2:00-4:00PM

San Francisco Main Library – Latino Room,
100 Larkin St, San Francisco, CA 94102

Meeting Adjourned