

Shelter Grievance Advisory Committee (SGAC)
Meeting Minutes
June 20, 2023, 2:00-4:00PM
San Francisco Main Library – Latino Room

Members Present: Meghan "RK" Johnson – Chair, Ben Baczkowski, Terezie Bohrer, Megan Phelan

Members Absent: Jose Landaverde, Katherine Morales, Patrina Harrison, Stephen Irwin, Kate Shuton

Shelter Client Advocates Present: Tyler Rougeau, Anisha Tammana, Ramsey Dunlap

HSH Staff Present: Cordell Thompson, Christopher Kramer, Lisa Rachowicz, Tommy Le

Others Present: Yesenia Lacayo, Christin Evans, Angela Wolf, Bernan Posadas, Jonathan Aloba, Dawn McKnight, Hun Saelee, Arturo Arevalos, Michael Cabral, Jorge Rivera, Bryce Dennis, Mike Brezinski

Introductions and Welcome: Members and guests introduced themselves.

Meeting Agenda: The agenda was reviewed and approved.

Review and Approval of Meeting Minutes – 3/14/23: Meeting minutes were reviewed and approved.

SGAC Business

Cordell Leaving HSH

Chair Johnson: Cordell will be leaving Department of Homelessness and Supportive Housing (HSH) and Tommy Le will be serving as the secretary for the Shelter Grievance Advisory Committee in the interim. SGAC past member Henry Brown passed away during the break.

Shelter Grievance Advisor Committee (SGAC) Recruitment

Chair Johnson: There is not a plan of recruitment as of right now. There had been several resignations in the past couple month. We need to identify which seat need to be filled in the next several meetings.

Cordell: There are provider, transitional youth, at-large position, arbitrator, and community seats need to be filled.

Ben Baczkowski: If you have any question, please reach out to me or Chair Johnson.

Chair Johnson: The temporary secretary will be coordinate the appointment through the Homeless Oversight Commission.

Review of Shelter Grievance Statistics

15 Month Denial of Services, Internal Hearings and Arbitrations Report 2/22 – 7/23

Lisa Rachowicz introduced the 15-month Shelter Grievance Statistics.

Lisa: The report was pulled before May report is due. Summary data include March '22 – May '23, total number of Denial of Service (DOS) is 1021, 808 issued and 213 appealed. Adult Shelter total DOS for March '23 is 80, April '23 is 77, and May '23 is 53. Family Shelter total DOS for March '23 is 7, April '23 is 6, and May '23 is 0. Transition-Aged Youth (TAY) total DOS for March '23 is 7, April '23 is 16, and May '23 is 12.

Board Comment

Ben: Most of the arbitrations are getting overturned while the hearings are mostly upheld. Do you think that is like a trend that we should be doing something about?

Lisa: We will take this to the provider community to understand how this trend is happening.

Ben: Do we have a timeline of a more complete dataset? When do the site report all this information?

Lisa: The site report by the 15th of the following month. We have been doing a lot to remind providers to submit a report. We also encourage providers to report through annual program monitoring. We think that it will takes some time for providers to go back and report.

Chair Johnson: What does HSH do for site with high numbers of denial of service?

Lisa: We don't have a cadence to discuss the high numbers of denial of service of but we have an internal dashboard where we discuss the numbers of denial of service. We will go back and discuss this with our program managers.

Chair Johnson: For the program that submitted rule specifically for their program, are the rule in accordance with shelter ordinance?

Lisa: Yes, the rules are in compliance with the shelter ordinance.

Ben: What is the process of getting the rules approved?

Lisa: There is a quarterly process for submission of rule for HSH to review.

Public Comment

Angela Wolf: Provider felt like they were put on trial. I thought the process would be more like a mediation.

Chair Johnson: This is something I can take back to my team. The process supposes to be a restorative justice lens.

Tyler Rougeau: There is at least one site that isn't on the report. I met with HSH about missing data six months ago.

Christin Evans: It looks like a couple of sites saw a significant increase in denial-of-service. Why is that the case?

Client Advocate Reports

Hearing and Arbitration Monthly Comparison Report for January – March 2023

Tyler: The Shelter Client Advocate (SCA) report has two parts. Part one has the information and part two highlights statistical information. We generate the report based on actual cases.

Board Comment

Chair Johnson: What does the blank spaces mean?

Tyler: These are for sites that didn't email SCA when there is a denial of service. I only include the number of hearings. Overall, the number are close to the HSH report.

Chair Johnson: We are seeing some differences between the statistic by HSH and SCA. How does the body want to address that?

Ben: HSH data is incomplete, and we already addressed the data collection piece. Significant of these cases were overturned when they get to arbitration.

Chair Johnson: Lisa, can you confirm that the report is submitted by the 15th of each month?

Lisa: Yes. However, providers can turn in the report earlier.

Terezie Bohrer: I suggest comparing the data with the CIR data.

Chair Johnson: Will the next time we get the report, the data will be more accurately reflected?

Lisa: This is the goal.

Public Comment

Dawn McKnight: In regards of Non-immediate Denial of Service, there is a gray area where the guest can request a hearing.

Chair Johnson: Do you mean having a time limitation?

Dawn: No, there is not technical language on how to approach the request for hearing.

Lisa: I want to let the group know that the law is not HSH ordinance. The ordinance is how HSH interpret the law. We don't want to keep bed vacant at the site. Vacant bed means that there is someone else would able to access the bed.

Tyler: The law is specific in that the client must request a hearing in a timely way. Timely means that the time it takes to request a hearing which is five working days.

Chair Johnson: I suggest looking at the timeline as 48 hours to request a hearing.

Yesenia Lacayo: For us, for non-immediate, we ask the person if they did not want a hearing, they should exit immediately. We ask folks to leave in the morning or the next business day. We think 5 days is way too much.

Old Business

No old business.

New Business

Arbitration Recruitment

Ben: We are trying to recruit arbitrator.

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

Ben: I am withdrawing this agenda item.

Public Comment

No public comment.

Next Meeting

Tuesday, September 12, 2023

2:00-4:00PM

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

Meeting Adjourned