



City and County of San Francisco
Shelter Monitoring Committee

MEETING MINUTES
SHELTER MONITORING COMMITTEE
POLICY SUBCOMMITTEE MEETING

August 23, 2017
4:00 PM – 5:00 PM
1380 Howard Street
Room 515 (5th Floor)
San Francisco, CA 94103

Present:

*Subcommittee Chair Nick Kimura
Subcommittee Member Patrina Hall
Subcommittee Member Leslie Bilbro
Subcommittee Member Loretta Gaines*

Excused:

Subcommittee Member Lauren Kahn

CALL TO ORDER/ROLL CALL/AGENDA ADJUSTMENTS 2 min

Meeting began at 4:06 PM

- I. MINUTES *ACTION*
 - A. July 27, 2017 Minutes Subcommittee Chair Kimura 5 min
The Subcommittee reviewed the draft July 27, 2017 Minutes.
Explanatory document- July 27, 2017 Draft Minutes
No public comment
Proposed Action: Approve Minutes.
M/S/C: Hall/Bilbro/Unanimous
July 27, 2017 Minutes approved

- II. NEW BUSINESS *DISCUSSION/ACTION*
 - A. LEGISLATION REVIEW Subcommittee Chair Kimura 15 min
The Subcommittee will review the legislation guiding our site visit requirements.
Explanatory document – Complaint/Infraction Numbers
Proposed Action: Recommend Site Visit Changes

Item tabled until next Policy Subcommittee meeting

B. COMPLAINT POLICY & PROCEDURE

SMC Chair Mukami 30 min

SMC Chair Mukami introduced a draft of revisions for the Shelter Monitoring Committee's Complaint Policy & Procedures. The Policy Subcommittee, shelter provider representatives and other meeting attendees discussed potential edits for the revised Complaint Policy and Procedure. The Subcommittee and Committee Chair Mukami discussed sending a series of questions to the City Attorney's office for clarification on whether or not the Committee's legislation applies to the shelter providers' internal complaint process.

Explanatory documents – draft of Complaint Policy and Procedures, Complaint Process taken from SOC Legislation

Member comment: Member Bilbro stated that the policy does not change the Committee's legislation and that it needs to be clearly stated that the policy seeks to clarify the role and responsibilities of the Committee.

Public comment: Kathy Treggiari (ECS) asked if the policy was going to be an internal or public document shared with clients. She also asked who would be approving changes to the policy if it was not legislated. She also shared her concerns about the amount of time that providers would have to respond to complaints under this policy.

Member comment: Chair Kimura suggested removal of Article 1.6 c), which required that clients file a complaint with a shelter provider prior to filing a complaint with the Committee.

Public comment: Dennis McCray (ECS) stated his support for Article 1.6 c), but pointed out that it could be difficult to verify if a client had submitted a complaint with a provider prior to coming to the Committee.

Member comment: Member Bilbro stated that the policy can appear vague, but that her interpretation of the policy was that clients have the right to submit a complaint internally or through the Committee, but once the Committee submits the complaint to the provider the timelines established by the Committee's legislation kick in. She also stated that the Subcommittee should take a look at what's reasonable and possible under the legislation.

Public comment: Kathy Treggiari (ECS) stated that HSH has already established requirements for the providers' internal complaint process that shelters must meet and that requirements laid out in the Committee's legislation may not apply to the provider's internal complaints. She also suggested seeking clarification from the City Attorney's office or HSH.

Member comment: Member Hall suggested adding in requirement that the Committee maintain microfilmed copies of closed complaints for 7 years so clients would be able to get copies.

Adjournment

Meeting adjourned at 5:22 PM

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