

Date: July 13, 2010

Item No. 3
File No. 10030

SUNSHINE ORDINANCE TASK FORCE
COMPLAINT COMMITTEE
AGENDA PACKET CONTENTS LIST*

- Michael Wright against the Human Services Agency**
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Completed by: Chris Rustom

Date: July 8, 2010

***This list reflects the explanatory documents provided**

~ Late Agenda Items (documents received too late for distribution to the Task Force Members)

** The document this form replaces exceeds 25 pages and will therefore not be copied for the packet. The original document is in the file kept by the Administrator, and may be viewed in its entirety by the Task Force, or any member of the public upon request at City Hall, Room 244.



RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO

2010 JUN -4 PM 3:03

BY AK

SUNSHINE ORDINANCE TASK FORCE
1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco CA 94102
Tel. (415) 554-7724; Fax (415) 554-7854
<http://www.sfgov.org/sunshine>

SUNSHINE ORDINANCE COMPLAINT

Complaint against which Department or Commission S.F. Human Services Agency, Housing + Homeless DEPT. Joyce CRUM, all Shelter + Resource Directors / to 500 Respondents ALL.

Name of individual contacted at Department or Commission JOYCE CRUM + BRIANA MOORE, JIM BUICK, TRENT R., BERNHARD GUNTHER, SCOTT WALTON

- Alleged violation public records access
- Alleged violation of public meeting. Date of meeting 6.7.15 Etc....

Sunshine Ordinance Section Same as above also DUE PROCESS 14th AMEND-
(If known, please cite specific provision(s) being violated) MEN

Please describe alleged violation. Use additional paper if needed. Please attach any relevant documentation supporting your complaint. all of the information pertaining to this COMPLAINT is very respectfully attached hereto and called Mr. Michael Decarlo 3 Knight's Exhibit

Do you want a public hearing before the Sunshine Ordinance Task Force? yes no
Do you also want a pre-hearing conference before the Complaint Committee? yes no

(Optional) Name Mr. Michael Decarlo 3 Knight Address TURK ST San Francisco CA

Telephone No. 415 [REDACTED] E-Mail Address [REDACTED]@CONS.F.ORG

Date June 4, year 2010 Signature Mr. Michael Decarlo 3 Knight

I request confidentiality of my personal information. yes no

Mr. Michael Decarlo 3 Knight

¹ NOTICE: PERSONAL INFORMATION THAT YOU PROVIDE MAY BE SUBJECT TO DISCLOSURE UNDER THE CALIFORNIA PUBLIC RECORDS ACT AND THE SUNSHINE ORDINANCE, EXCEPT WHEN CONFIDENTIALITY IS SPECIFICALLY REQUESTED. YOU MAY LIST YOUR BUSINESS/OFFICE ADDRESS, TELEPHONE NUMBER AND E-MAIL ADDRESS IN LIEU OF YOUR HOME ADDRESS OR OTHER PERSONAL CONTACT INFORMATION. Complainants can be anonymous as long as the complainant provides a reliable means of contact with the SOTF (Phone number, fax number, or e-mail address).
07/31/08

Mr. Wright's Exhibit #1.

June 2, 2010

To: San Francisco Sunshine Ordinance Task Force
From: Michael Wright
Re: Submission of Complaint regarding Violation of Article II, Public Access to Meetings by Human Service Agency, Housing and Homelessness Division
Date: June 4, 2010

On May 17, 2010 at 1:00 pm, I was denied access to the "Shelter and Resource Center Directors' Monthly meeting" as a member of the public. The meeting took place at 77 Otis Street.

In attendance were representatives from homeless provider contractor agencies including five shelter providers, and three homeless resource center/shelter reservation sites. In addition, there was several HSA staff, as well as two individuals from Tom Waddell Health Center, which is a Department of Public Health program. This is a regular monthly meeting where homeless system policy is discussed. The majority of the shelter and resource center directors were present.

On the agenda, which I have enclosed, were agenda items of broad policy concern to homeless people. These included a discussion about the shelter extension policy which is policy effecting all shelter residents with regards to under what circumstances shelter stays may be lengthened for clients past the standard length of stay. The agenda also included the rest and recline protocol, and several updates and discussions on other broad policy items such as the medical marijuana policy and plans to close a city shelter.

Neither of these meetings is advertised, except to send out an e-mail to shelter and resource center directors, and a few others.

At 2:30, "stakeholders" were invited to attend and for the most part, though not in total, the agenda was repeated (Also enclosed). Of course, by then many of the original attendees had left, and, unless issues were brought up again, the discussion that took place earlier was not repeated.

Several months ago, according to the Human Service Agency, at least one provider requested that they have some time to speak about issues without having non-shelter providers present. HSA then created a new format to the meeting, and proceeded to put all agenda items on the "private" agenda, and then select items on the later "public" agenda.

Representatives from the Coalition on Homelessness had requested that they have all items on one open agenda, and then if there are specific appropriate closed session items (ie personnell items) that the providers request, there could be a closed session for discussion of those items. It is the Coalition's contention that all policy discussions must

happen in a transparent and open manner. Human Service Agency has denied that request, and has repeatedly stated they have a right to private meetings, and I believe, in doing so is in clear violation of the Sunshine Ordinance.

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Sworn and Subscribed To This 4th
Day of June year 2010, By Me, My

Name Is

Michael Decarlo Knight.

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*San Francisco Human Services Agency
 Housing and Homeless Division, Mrs. Joyce D. Crum, Director
 Shelter and Resource Center Directors' Monthly Meeting*

Adult Emergency Stakeholder's Agenda
 May 17, 2010 -2:30 - 3:30

- | | | | |
|------|--|------------|--------------|
| I. | Welcome and Introductions
-Key Shelter Staff | 5 minutes | Briana Moore |
| II. | Shelter Extension Policy Revisited | 25 minutes | Scott Walton |
| III. | H.S.A Quick Updates and Discussion | 20 minutes | Briana Moore |
- Medical Marijuana Integrated in Shelter Policy
 - 150 Otis Moving Storage/Shelter Closure
 - Overview Mayor's Office of Disability Training
- IV. **Announcements**
- Employment Opportunities at Shelters/Resource Centers
 - Training through DPH
 - Housing Opportunities

Please Note: This meeting agenda has been set and carefully timed. Any new agenda items that need a block of time need to be identified during the agenda circulation process, which occurs one week prior to setting the agenda or at the current meeting.

Thank you very much...

NEXT SRD MEETING MONDAY, June 21, 2010
77 Otis Street
1:30 – 2:30



*San Francisco Human Services Agency
Housing and Homeless Division, Mrs. Joyce D. Crum, Director
Shelter and Resource Center Directors' Monthly Meeting*

Director's Agenda
May 17, 2010 - 1:00 - 2:30

- | | | |
|--|-----------|-----------------------------------|
| I. Welcome and Introductions | 5 minutes | Briana |
| -Key Shelter Staff | | |
| II. Shelter Extension Policy Revisited | 30 | Scott Walton and Group Discussion |
| III. Rest and Recline Protocol and Forms | 15 | Maren Shipe and Deb Borne |
| IV. System Outage Plan – CHANGES | 10 | Briana Moore and Bernhard Gunther |
| V. H.S.A Quick Updates and Discussion | 20 | Briana Moore |
| • Medical Marijuana Integrated in Shelter Policy | | |
| • 150 Otis Moving Storage/Shelter Closure | | |
| • Disaster Planning | | |
| • Overview Mayor's Office of Disability Training | | |
| • Special Attention in Shelters | | |

Announcements

- Employment Opportunities at Shelters/Resource Centers
- Other Items

Please Note: This meeting agenda has been set and carefully timed. Any new agenda items that need a block of time need to be identified during the agenda circulation process, which occurs one week prior to setting the agenda or at the current meeting.

Thank you very much...

NEXT SRD MEETING MONDAY, June 21, 2010

77 Otis Street

1:30 – 2:30



San Francisco Human Services Agency
Housing and Homeless Division: Joyce D. Crum, Director
Single Adult Shelter Policy: Reservation Extension Policy
Effective: To Be Determined

DRAFT --- DRAFT --- DRAFT

Single Adult Shelter Reservation & Reservation Extension Policy

In the San Francisco Single Adult Emergency Shelter system, reservations for the same day are obtained in person at CHANGES (the city's adult emergency shelter reservation system) reservation stations as sleeping units (beds, mats or cots) are available.

I. Adult Shelter Reservations

The CHANGES reservation stations do not determine or change the length of reservation possible but will offer what is available at the time of the request.

- One- to three-day reservations are made when the sleeping unit is available for that period but has either an on-going reservation or a designated use that makes it unavailable for a longer reservation. These reservations cannot be extended at the shelter.
- 90-day reservations are made whenever a sleeping unit is available for at least that period of time.

II. Check-In/Curfew Violations

- Check-In/Curfew Violation: Each shelter has a time when clients are to check-in for that night's reservation. There is also a curfew by which clients must be checked-in and remain in the shelter. If a client does not check-in on time or is not present and checked into the shelter by curfew, this is a Check-In/Curfew Violation. The only exception is if the client has an approved Late Pass (see also, Late Pass Policy). With a Late Pass, a Check-In/Curfew Violation occurs if the client is not present and checked into the shelter by the Late Pass time.
 - With any Check-In/Curfew Violation, the sleeping unit may be released for the night of the violation for someone else's use as a one-night reservation.

- During the initial 7 days of a 90-day reservation, if the client has a Check-In/Curfew Violation, the reservation will be cancelled.
 - If the initial 90-day reservation is cancelled due to a Check-In/Curfew Violation in the first 7 days, the client will need to return to a CHANGES reservation station to obtain a new reservation based on what is available at the time of the request.
 - An initial 90-day reservation that is cancelled during the first 7 days due to a Check-In/Curfew Violation does not result in a DOS for the client nor is the client suspended from the shelter for any period of time. Therefore, this does not become part of the internal hearing and Arbitration process.

- During the 90-day reservation and the subsequent extensions (including during the first 7 days), if a client is transported from the shelter to the hospital, referred to a medical clinic by SF HOT or SF START, or the clinic calls while the client is at the clinic receiving treatment, the shelter shift supervisor may check in that client for one day without loss of the reservation in the first 7 days or without a Check-in/Curfew violation later in the stay. Since most clients are released the same or next day, this holds the bed one day only.
 - The client must return to the shelter with written documentation from the hospital or medical treatment facility.
 - This is only for one day and one time during a reservation.
 - If the client has had one such check-in by the shelter shift supervisor during a reservation and its allowable extensions, any other days missed will be handled according to the policy as described here.
 - If the client is kept longer than one day or this occurs more than once during a shelter stay, the shelter staff may contact HSA regarding consideration of how to proceed.
 - If the client fails to provide written documentation upon return to the shelter:
 - If the client is in the first 7 days of the 90-day reservation, the reservation may be ended after consultation with HSA.
 - If the client is past the first 7 days of the initial 90-day reservation, a written Check-in/Curfew violation will be issued.

III. Extension of the initial 90-day reservation.

- Any client with an active initial 90-day reservation may request one 30-day extension.
- This request must be made prior to the shelter curfew on the last night of the reservation.
- No documentation is required but the client must request the 30-day extension in person to staff at the shelter where the client has the current reservation.
- After the first 7 days of the initial 90-day reservation and throughout the possible 30-day extension, a Check-in/Curfew Violation will result in a written warning and the sleeping unit will be released that night for reservation and use by another person.
- If a client believes a written warning regarding a Check-in/Curfew Violation has been issued in error, the client can discuss it with the shelter that issued it according to the shelter's complaint policy.
- A third Check-in/Curfew Violation within 30 days will result in a non-immediate Denial of Service (DOS). As with any Check-In Curfew Violation, the bed will be released for someone else's use for one night.
 - If the client with a non-immediate DOS requests an internal shelter hearing within 24 hours of the DOS being issued, the client will be returned to the bed after the one-night user has vacated. The client will continue to use the bed for the duration of the grievance process or until the reservation would have originally ended.
 - If the request for an internal hearing is made after the initial 24 hours but within three working days from when the DOS was issued, the client will have access to an internal hearing but will not have access to the original shelter bed during that time.
 - Therefore, if the client does not request a hearing within 24 hours of the non-immediate DOS being issued, the reservation is cancelled. The sleeping unit becomes available for a new initial 90-day reservation via a CHANGES reservation station.
 - With the issuance of a non-immediate DOS for Check-in/Curfew violations, the Shelter staff will explain the Grievance Process when the client returns to the shelter. If the request for an internal hearing is made within three working days, the client may proceed with the hearing. If the client accepts the DOS, there is a one-day

length of suspension when the client cannot return to the same shelter. If the client accepts the DOS and does not request a hearing, the one-day suspension from using that shelter starts with the issuance of the DOS.

- If the DOS is upheld in the internal hearing, a client can request arbitration. If the internal hearing or arbitration overturns the DOS, a client who requested an internal hearing within 24 hours and retained the shelter sleeping unit will remain in the bed for the duration of the initial reservation. If the client did not retain the original sleeping unit, the client will get the next available bed at that shelter with a reservation equal to the remainder of the current reservation available at the time of the DOS.
- If the requested Arbitration upholds the DOS, the reservation for the client who retained the original bed is cancelled and the client will not be able to return to that facility for a one-day length of suspension starting from the time the final decision was made upholding the DOS.

IV. Possible additional 30-day extension – for limited reasons.

A person who is reaching the end of the full 120-day stay (initial 90-day reservation and 30-day extension) may request an additional 30-day reservation extension with written documentation provided to the shelter of one of the following reasons.

- Client has written documentation of a housing offer from the housing provider with a move-in date during the final 30-day extension.
- Client has written documentation from the provider of a residential treatment placement with a placement date during the final 30-day extension.
- Client has written document from SF HOT, SF START or a licensed medical professional acknowledging an acute health or mental health situation and stating that a final 30-day shelter extension would make a difference in the health outcome.
 - NOTE: HSA will develop a form to support proper documentation related to the request for the final 30-day extension.
 - Requests for the final 30-day extension should be submitted 3 days before the end of the current reservation to allow time for the written documentation to be processed.

As with all Adult Shelter System policies, any exceptions or operations that do not follow this policy must be reviewed with HSA prior to being made.



We submitted
this complaint
electronically at

Room
244

11:31 ~~6/4/10~~
We are eager
to attach to
it &
policy

一緒にいるだけで
自然と笑顔になっちゃう。
みんながアツクになると
かたがえのない雰囲気よ!!




Pamela
Tebo/DHS/CCSF@CCSF

06/21/2010 09:13 AM

To SOTF/SOTF/SFGOV@SFGOV, Chris
Rustom/BOS/SFGOV@SFGOV

cc

bcc

Subject Re: Sunshine Complaint Received: 10030_Michael Wright vs
SF Human Services Agency 

In lieu of attending the Sunshine Task Force Hearing, the Human Services Agency will reply to complaint #10030 in writing. Please note, this group (who met on May 17, 2010) is not a passive meeting body so the Sunshine Laws do not apply. In addition, the courts granted a restraining order against Michael Wright protecting Human Service Agency staff Joyce Crum and Briana Moore therefore they will not attend the Sunshine Task Force Hearing.

Thank you,

Pamela Tebo
Office of the Executive Director
SF Human Services Agency
P.O. Box 7988
San Francisco, CA 94120
(415) 557-6540 - Phone
(415) 431-9270 - Fax
SOTF/SOTF/SFGOV@SFGOV