



October 2, 2025

To the Commission Streamlining Task Force,

This letter concerns the importance of the Shelter Grievance Advisory Committee (SGAC) which advises the Homelessness and Supportive Housing department on the administration of the Shelter Grievance Ordinance (SGO). The SGO governs the process shelters must follow when denying services to shelter guests. Meeting quarterly, the SGAC provides a critical service in ensuring transparency and accountability in our shelter services system as it reviews with HSH its shelter provider reports on the number of guests exited each month as well as reports submitted by our program regarding the number of guests who availed themselves of the denial of services appeals process and the results of those appeals.

The SGAC members run the full spectrum of current and former shelter clients, client advocates, shelter providers, and concerned citizens. This unique mix gives the committee invaluable insight from a wide variety of stakeholders, ensuring that all vested parties' interests are represented. And, most importantly, the members challenge our program, HSH, and shelter providers to explain our service levels and outcomes.

The collaborative spirit of the SGAC ensures the facilitation of discussions between consumers, providers, and HSH with the goal of improving services, mitigating the potential for abuses, and creating a system for data driven insights into what is occurring within the shelter system. By utilizing data from shelters and client advocates to take both a macroscopic and microscopic view of the shelter system, the SGAC can target its efforts on emergent and ongoing issues in a way which focuses on solutions in a collaborative manner, while still centering shelter guests.

We respectfully urge the Commission to ensure the future of the Shelter Grievance Advisory Committee so that the vital work of providing transparency and accountability in our shelter system may continue.

Respectfully,

A handwritten signature in black ink that reads 'Dylan Morse'.

Dylan Morse

Director of Shelter Client Advocacy

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