

1 **Shelter Grievance Advisory Committee (SGAC)**

2 **Meeting Minutes December**

3 **10, 2024, 2:30PM-4:30PM**

4 **San Francisco City Hall – Room 305**

5 **Members Present:** Terezie (Terry) Bohrer – “Interim Chair”, Stephen J. Irwin,  
6 Lia Paradiso, Jose Landaverde, Azeen ZiaEbrahimi, Yul Dorn, Anisha Tammana.

7 **Members Absent:** Megan Phalon, Kate Shuton.

8 **Shelter Client Advocates Present:** Dylan Morse, Mairi McKeever.

9 **HSH Staff Present:** Tommy Le, Louis Bracco, Namon Little, Janay Washington.

10 **Others Present:** Dawn M, Eldridge C, Jamil W, Adam R, Sally E, Samyra M,  
11 Bart P, Brandi M, Roozbeh I, Hun S.

12 **Introduction and Welcome – “Interim Chair” Bohrer:** Members and  
13 guests introduced themselves. Lia Paradiso (Seat 1) and Anisha Tammana (Seat 9)  
14 are new SGAC members.

15 **Review and Approval of the Agenda:** The agenda was reviewed and approved.

16 **Review and Approval of Minutes from 6/18/2024 Meeting:** Meeting minutes were  
17 Reviewed and approved.

18 **Review of Shelter Grievance Statistics Report**

19 **HSH Updates** Louis Bracco: I'll go over the statistics and grievance report, and we  
20 will look side by side for trends. Mairi and others noted that there was a calculation  
21 data error in the report, which has been fixed in this version. It looked like  
22 previously the DOS number was actually including both the numbers of DOS's  
23 issued plus those numbers that were appealed, so it was making the DOS numbers  
24 look inflated. Things should be corrected, but appreciate the feedback. Looking  
25 high-level at the chart here showing in green the number of DOS's issued by month.  
26 In orange the number of appealed at internal hearings. And then in red at the bottom  
27 is the number of DOS's that went to arbitration month-by-month. It's looking like in  
28 general we've trended down since February, March, April, May earlier this year. Of  
29 the DOS's issued system wide, it looks like slightly trending up for the last two  
months. September had 104 DOS's issued and October had 126.

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59 Has been an uptick in vandalism in the rooms. There is a learning curve with guests  
60 with behavioral health issues who are trying to adjust from the streets to the private  
61 rooms. The new bed reinflation is one reason why these numbers have increased  
62 recently. There has also been an uptick in youth violence. We have lost many  
63 Arbitrators which can potentially cause future issues. We are still recruiting new  
64 Arbitrators from the Bar Association.

65 Louis Bracco: HSH is outreaching to recruit more Arbitrators.

66 Ben Baczkowski: Some sites do not want to give clients second chances. Can HSH  
67 clarify destruction rules for DOS's? The Expectations are unclear for cleanliness vs  
68 destruction.

69 Hun Saelee: Hi, I am the site manager from the Adante and we have a destruction  
70 situation. Our building is very old with poor piping. Clients are clogging the bath  
71 tubs and toilets.

72 Yul Dorn: The "can't see it" rule is problematic. Can we revisit the rules for Non-  
73 Congregate sites vs Congregate sites? Can we increase the screening of staff upon  
74 hiring?

75 Stephen Irwin: DOS data has historically not specified as to why client was DOS'd.

76 Louis Bracco: Thank you for the feedback. NCS rules will be reviewed by HSH  
77 leadership. We will discuss more standard for cleanliness.

78 Ben Baczkowski: This issue stems from the role of the provider. In these DOS  
79 situations SFPD should be alerted. It is SFPD's responsibility to address violence or  
80 crime.

81 Kate Shuton: In my experience, it becomes problematic when different sites have  
82 their own separate rules.

83 Louis Bracco: HSH do have standard rules, which is our Participation Agreement  
84 form that clients sign upon intake. These rules are also posted on-site.

85 **Public Comment:** No public comment.

86 **Next Meeting**

87 Tuesday, March 11, 2025

88 2:30-4:30PM

89 SF City Hall – Room 305

90 1 Dr Carlton B Goodlett Pl, San Francisco, CA 94102

91 **Meeting Adjourned**