



MEMORANDUM

TO:	HUMAN SERVICES COMMISSION
THROUGH:	TRENT RHORER, EXECUTIVE DIRECTOR
FROM:	SUSIE SMITH, DEPUTY DIRECTOR
DATE:	AUGUST 25, 2016
SUBJECT:	SHETLER GRIEVANCE POLICY CHANGES

The Department of Human Services (DHS) requests:

1. Approval of revisions to the Shelter Grievance Policy (attached) to reflect the transfer of functions from the Human Services Agency to the new Department of Homelessness and Supportive Housing;
2. Approval of the transfer of Shelter Grievance Advisory Committee Member Appointments from the Human Services Commission to the Local Homeless Coordinating Board.

Effective August 15, 2016, the Human Services Agency's housing and homeless functions were transferred from the Human Services Agency to the new Department on Homelessness and Supportive Housing. These functions include the operation and oversight of the City and County of San Francisco's homeless shelters.

The Shelter Grievance Policy, adopted and revised by the Human Services Commission since 1992, has been amended again to reflect this transfer of functions from the Human Services Agency to the new Department of Homelessness and Supportive Housing. As per the revised policy, the Human Services Agency no longer has a role in the Shelter Grievance Policy; therefore, all references to HSA were removed and replaced by the Department of Homelessness and Supportive Housing. Please find the revised Shelter Grievance Policy attached.

The Shelter Grievance Policy outlines the duties of the Shelter Grievance Advisory Committee (SGAC), an independent 10-15 member oversight committee composed of representatives that include advocates, shelter providers, consumers, city agencies, an arbitrator, and community members. Current Shelter Grievance Policy calls for the Human Services Commission to appoint members of the Shelter Grievance Advisory Committee. The revised policy for Commission approval moves the appointing authority for SGAC members from the Human Services Commission to the Local Homeless Coordinating Board.