

From: [Calder Lorenz](#)
To: [Carroll, John \(BOS\)](#)
Subject: SUPPORT - Shelter Grievance Policy Legislation - Thursday, April 7, 2022
Date: Tuesday, April 5, 2022 11:58:32 AM

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Dear Members of the Government Audit and Oversight Committee,

My name is Calder Lorenz, I am the Director of Operations for The Gubbio Project and a San Francisco resident. I am writing to strongly urge you to vote yes on the Shelter Grievance Policy legislation. The Shelter Grievance Policy is a critical procedure protecting the rights of people staying in our city's shelters and enabling resolution of disputes between shelter residents and shelter providers.

Having a fair and transparent process regarding denials of service from shelters is critical to treating individuals utilizing shelter services with dignity and respect.

This legislation is important to codify a policy exemplifying our values as San Franciscans that everyone is entitled to be treated with respect and dignity and no one should be unfairly or arbitrarily denied shelter. By enacting this legislation, shelter residents are not entitled to shelter services but shelter providers are required to treat shelter residents fairly and provide them an opportunity to be heard when denied services.

We currently serve both guests and staff that have had to navigate the shelter system during the COVID pandemic which has been without a shelter grievance policy/process or any type of equitable platform where shelter residents can have their voices heard. Fostering dialogue when a dispute arises should be immediately available for those in need of shelter services.

Please, support this legislation!

In Community,

Calder

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Calder Lorenz (he/him), *Harm Reduction Saves Lives, I carry naloxone!*
Director of Operations at the Gubbio Project
(415)-571-6391 cell phone
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From: [Carroll, John \(BOS\)](#)
To: [Carroll, John \(BOS\)](#)
Subject: FW: Letter of Support for Shelter Due Process Legislation - File No. 220090
Date: Wednesday, March 30, 2022 11:14:02 AM

From: Jennifer Friedenbach <jfriedenbach@cohsf.org>

Sent: Tuesday, March 29, 2022 5:38 PM

To: Angulo, Sunny (BOS) <sunny.angulo@sfgov.org>; hillary ronen <h_ronen@hotmail.com>; Low, Jen (BOS) <jen.low@sfgov.org>; Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>; Stefani, Catherine (BOS) <catherine.stefani@sfgov.org>; Breed, Mayor London (MYR) <mayorlondonbreed@sfgov.org>; Hepner, Lee (BOS) <lee.hepner@sfgov.org>; Safai, Ahsha (BOS) <ahsha.safai@sfgov.org>; Gee, Natalie (BOS) <natalie.gee@sfgov.org>; Yu, Angelina (BOS) <angelina.yu@sfgov.org>; Mandelman, Rafael (BOS) <rafael.mandelman@sfgov.org>; Tom Temprano <tom.temprano@sfgov.org>; Gallardo, Tracy (BOS) <tracy.gallardo@sfgov.org>; Preston, Dean (BOS) <dean.preston@sfgov.org>; Haney, Matt (BOS) <matt.haney@sfgov.org>; Mahogany, Honey (BOS) <honey.mahogany@sfgov.org>; RivamonteMesa, Abigail (BOS) <abigail.rivamontemesa@sfgov.org>; Fregosi, Ian (BOS) <ian.fregosi@sfgov.org>; Mundy, Erin (BOS) <erin.mundy@sfgov.org>; Mar, Gordon (BOS) <gordon.mar@sfgov.org>; Quan, Daisy (BOS) <daisy.quan@sfgov.org>; Alan Wong <alan.wong@sfgov.org>; Edward Wright <edward.wright@sfgov.org>; Walton, Shamann (BOS) <shamann.walton@sfgov.org>; Burch, Percy (BOS) <percy.burch@sfgov.org>; Gallardo, Tracy (BOS) <tracy.gallardo@sfgov.org>; Mullan, Andrew (BOS) <andrew.mullan@sfgov.org>; Smeallie, Kyle (BOS) <kyle.smeallie@sfgov.org>; Kilgore, Preston (BOS) <preston.kilgore@sfgov.org>; Bolen, Jennifer M.(BOS) <jennifer.m.bolen@sfgov.org>; Melgar, Myrna (BOS) <myrna.melgar@sfgov.org>; Chan, Connie (BOS) <connie.chan@sfgov.org>; Carrillo, Lila (BOS) <lila.carrillo@sfgov.org>; Imperial, Megan (BOS) <megan.imperial@sfgov.org>; Hsieh, Frances (BOS) <frances.hsieh@sfgov.org>; Groth, Kelly (BOS) <kelly.groth@sfgov.org>; Zhihan Zou <zhihan.zou@sfgov.org>; Barnett, Monica (BOS) <monica.barnett@sfgov.org>; Adkins, Joe (BOS) <joe.adkins@sfgov.org>; Bintliff, Jacob (BOS) <jacob.bintliff@sfgov.org>; Li Miao Lovett <li.miao.lovett@sfgov.org>; Yan, Calvin (BOS) <calvin.yan@sfgov.org>; Sarah Souza <sarah.souza@sfgov.org>; Lerma, Santiago (BOS) <santiago.lerma@sfgov.org>; Ernest Jones <ernest.jones@sfgov.org>; Samuel Berenson <samuel.berenson@sfgov.org>; Lauren Chung <lauren.chung@sfgov.org>; Bennett, Samuel (BOS) <samuel.bennett@sfgov.org>; Dominica Donovan <fominica.donocan@sfgov.org>; Falzon, Frankie (BOS) <frankie.falzon@sfgov.org>; Abe Evans <abe.evans@cohsf.org>

Cc: Ben Baczkowski <benb@evictiondefense.org>; Tyler Rougeau <tylerr@evictiondefense.org>; Breed, Mayor London (MYR) <mayorlondonbreed@sfgov.org>; McSpadden, Shireen (HOM) <shireen.mcspadden@sfgov.org>; Cohen, Emily (HOM) <emily.cohen@sfgov.org>; Simmons, Noelle (HOM) <noelle.simmons@sfgov.org>

Subject: Letter of Support for Shelter Due Process Legislation

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March 29, 2022

Dear Supervisors,

This letter is to urge you to vote yes on the Shelter Grievance Policy legislation. The Shelter Grievance Policy is a critical procedure protecting the rights of people staying in our city's shelters and enabling resolution of disputes between shelter residents and shelter providers. The Shelter Grievance Policy has been in effect for 30 years. It is a time-tested procedure that serves the public interest by ensuring that all sides are heard, respecting people rights and reducing the number of people forced out of shelters and back onto the streets of San Francisco when disputes arise.

The procedure was eliminated for single adults during the pandemic, and then came back but to serve only a portion of shelter residents. We believe this happened because the policy lost regulative seating when the homeless department was created and eliminated the chartered oversight by the Human Services Commission of the procedure.

The Shelter Grievance Policy ensures there is an independent and fair decision maker, levels the playing field, builds accountability in our shelter system, and ensures there are restorative practices built into the system. Having a fair and transparent process regarding denials of service through which shelter residents can be heard and voice their perspectives fosters dialogue and dispute resolution between shelter providers and shelter residents.

Under the Shelter Grievance Policy legislation, all basic elements of the pre-existing policy are protected, including notification, access to an advocate, internal hearing, and arbitration. Under this legislation, shelter residents can receive assistance from shelter client advocates to help them navigate the process, assert their rights, and reach resolutions with shelter providers when being faced with an expulsion from the shelter.

This legislation exemplifies our values as San Franciscans, ensuring that everyone is entitled to be treated with respect and dignity, and that no one should be unfairly or arbitrarily denied shelter. By enacting this legislation, shelter residents are not entitled to shelter services but shelter providers are required to treat shelter residents fairly and provide them an opportunity to be heard when denied services.

Attached is a list of organizations who have endorsed this legislation.

Thank you for your consideration.

List of Endorsing Organizations:

Eviction Defense Collaborative

Justice and Diversity Center of San Francisco

Five Keys Schools and Programs

Dolores Street Community Services

The Gubbio Project

Founder, #30RightNow Coalition

Faith in Action Bay Area

Hamilton Families

Central City Democrats

Simply the Basics

Women's Virtual Community

Shanti

GLIDE

San Francisco Hepatitis C Task Force

Western Regional Advocacy Project

Haight-Ashbury Neighborhood Council

Dr. Allen

Housing Rights Committee of San Francisco

DSA,SDA, Advisory Council to DAS

Democratic Socialists of America – San Francisco

AIDS Legal Referral Panel

St. John the Evangelist Episcopal Church, San Francisco

End Hep C SF

Mission Neighborhood Resource Center/Mission Neighborhood Health Center

The Gemini Collective

Providence Foundation

Shelter Grivance Advisory Committee

Glide Harm Reduction

Coalition on Homelessness

NAMI San Francisco

3rd Street Youth Center & Clinic

Faithful Fools Street Level Community

Compass Family Services

Jennifer Friedenbach (she,her)

jfriedenbach@cohsf.org

Coalition on Homelessness

280 Turk Street

San Francisco, CA 94102

(415)346-3740

https://url.avanan.click/v2/___http://www.cohsf.org/___YXAzOnNmZHQyOmE6bzpkM2QxMWEzMjRmZDJjZGNIOTc1NWQyZjExMDAyMTNmNzo1Ojc0Zjl6MjJkY2ZjNmY4YmI5ZDZmNTM1MzNI NjdkMGJjZGM1Mjg4ZTRjZDUxNmM1MmE0MjUwZmY2Nzk4YzZhZGJmNGM3Yjp0Ok4

Donate now to the Coalition on Homelessness!

Please note: We moved to 280 Turk Street x Leavenworth, SF CA 94102

"Love is an action, never just a feeling."

Bell Hooks