



Shelter Monitoring Committee

POLICY SUBCOMMITTEE MEETING MINUTES
SHELTER MONITORING COMMITTEE
MARCH 13, 2024, 3:00 PM – 4:15 PM
[DRAFT]

Present:

Subcommittee Chair Kaleese Street (late)
Committee Member C-J Ross
Subcommittee Member Britt Creech

Committee Member Angie David

Absent:

Subcommittee Chair Belinda Dobbs

CALL TO ORDER/ROLL CALL/AGENDA ADJUSTMENTS 5 min
Meeting began at 3:06 PM, with no quorum. A quorum was achieved at 3:30 PM.

I. MINUTES

ACTION

A. February 2024 Minutes **Subcommittee Chair** 5 min

The Subcommittee reviewed the draft of last month’s Minutes.

Explanatory document- Draft Minutes

Public Comment: Members agreed it is okay to ask shelter staff pointed questions about training. Apparent lack of knowledge is good feedback to provide to shelter management. Member Creech emphasized the need for cultural competency. Member David suggests that de-escalation training would be better if it included scenarios that staff may realistically encounter for trainees to consider and assess.

Proposed Action: Approve Draft Minutes

M/S/C: unanimous - Minutes approved

II. OLD BUSINESS

DISCUSSION/ACTION

A. GRIEVANCES VS. SMC COMPLAINTS **SMC Staff** 10 min

The subcommittee continued discussion of the concern that grievance forms submitted by clients in the shelters are not being properly handled. Such grievances are much more common than the formal complaints submitted to shelters through SMC. There is speculation that some staff may hide or bury complaints. Member Ross explained a possible workflow: *Complaint placed in onsite lockbox → SMC picks up periodically → SMC makes suggestions to the shelter within 72 hours → shelter responds within 48 hours → SMC shares with the client.* Member Creech suggests SMC info should be more prominently displayed, maybe next to internal complaint lockboxes. SMC could become inundated [under the tentative proposal]. Perhaps case managers could play more of a role [in the processing of internal complaints]. We do not want providers to be blindsided. Member Ross is concerned that shelters may “intercept” complaints. She suggests SMC include a “what I would like done about my complaint” question to forms. Clients need to be made aware of the SOCs. Internal complaints must be tracked. Chair Street likes the ideas put forth but cautions that we do not want to receive grievances that do not constitute actual violations of the SOCs. [Some issues should be handled on the spot/informally.] Member David points out the challenge of some clients tending to submit multiple grievances per day/week.

Explanatory documents – Procedure draft from Member Ross.

III. NEW BUSINESS

DISCUSSION

A. VIDEO SYSTEMS AT SHELTERS

SMC Staff

5 min

There was agreement that shelters should ensure their systems are working.
Explanatory documents – Procedure from HSH.

B. SMC COMPLAINT-LINE

SMC Staff

3 min

There is a new (HSH) phone number for complaints: 628-652-8080. It has the option to hear the greeting in Spanish, English, Filipino or Cantonese. Shelters and 311 have been notified. A message on the old line redirects callers to the new number.

IV. PUBLIC COMMENT

10 min

Members of the public may address the Committee on items that are within the subject matter jurisdiction of the Committee.

Public Comment: Chair Street wanted to reiterate that training must remain on the agenda. She would like more information about when training is done. What really matters is that people get training when they need it. Member Creech emphasized ADA. Online training is not as effective as in-person. There should be a harm reduction emphasis, as well.

V. ADJOURNMENT

Proposed Action: Approve adjournment

M/S/C: unanimous - Meeting adjourned at 4:10 PM

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Action Item	Assigned To
Talk to HSH to see what more insight we can get on training budgets, practices, and requirements. (February)	Member Dobbs
Ask HSH if they are updating the 2004 Training Manual.	Staff
Ask HSH what records shelters keep of complaints made "internally" by clients.	Staff
Where appropriate, include a "what clients would like done" section to formal complaints.	Staff
Rework the draft procedure and workflow.	Member Ross