

Thank you for our recent discussion about HSH wanting to move forward with reactivating the Shelter Grievance Policy at our adult Congregate Shelter Sites. HSH would like to start by applying the SGP at the congregate sites, then eventually move to applying it to the SIP sites as we work through any implementation issues. Please share this information with the Shelter Grievance Advisory Committee.

In order to move forward, as we discussed at the last Shelter Grievance Advisory Committee meeting, DPH will need to play a role in the exit process. Given the importance of health and safety at our sites around COVID-19, DPH should have the final decision around eligibility for placement or re-instatement of a guest at any site based on the individual's COVID status.

Next Steps:

1. DPH to submit request to SGAC to add an Addendum to the SGP to define their role in the process
2. Outreach to Congregate Sites
 1. Introduce Shelter Grievance Policy with new Addendum
 2. Discuss staff training needs and offer additional SGP training
 3. Instructions for scheduling hearing and arbitrations under COVID-19 guidance
3. Notify Arbitrators of Addendum, and offer training as needed

If DPH wants to request to add an Addendum to the Shelter Grievance Policy, can this be requested via email, or does this need to be at an in-person SGAC meeting? Please advise. Once an Addendum is approved, we will be able to determine a start date for congregate sites to begin using the SGP again.

I look forward to working with the Committee on this process!

Thanks,

Lisa