



ADA Grievance Policy

We want to make sure everyone can access our programs and services! The San Francisco Department of Homelessness and Supportive Housing (HSH) wants to follow a law called the ADA. This law helps people with disabilities. If you think something we do or have makes it hard for you because of a disability, you can report it to us. This could be in a program, a rule, a building, or an event.

This document explains how to tell us about the problem.

Also, do you need this information in a different way?

- We can make the font bigger.
- We can use a different format that works for you.

Just contact our ADA Coordinator, Cody Eliff, at cody.eliff@sfgov.org.

WHO CAN HELP?

We have someone at HSH who makes sure we follow the ADA. This person is called the ADA Coordinator. Our ADA Coordinator is Cody Eliff. You say their last name like this: "eel-if".

You can reach them by email: Cody.Eliff@sfgov.org.

You can call them at: 415-926-9218.

COMPLAINT INFORMATION

If you get housing or services from a program, the program has to have a plan to help people with disabilities. This plan is called a "reasonable accommodation policy." It can also be called a "reasonable modification policy." If you have a problem with a program because of your disability, you can file a complaint. First, try to talk to the program directly. If that doesn't work, you can file a complaint with HSH. Your complaint can be about:

- Bad service
- Discrimination
- Unfair rules

If you need help filing a complaint because of your disability, you can contact the HSH ADA Coordinator directly. The ADA Coordinator will work with you to figure out the best way to file your complaint. HSH has an email inbox that receives all kinds of complaints, including ADA complaints. The email is: hshgrievances@sfgov.org.

WHAT HAPPENS WHEN YOU FILE A COMPLAINT

If you have a disability and believe a program you receive services from isn't following disability access laws, you can file a complaint with HSH. Here's what happens when you file a complaint:

1. We'll review your complaint:
2. We'll read everything you send and ask you questions if needed.



3. We'll save your complaint in a safe place.
4. We'll talk to the site involved:
 - a. We'll find out who can answer questions about the complaint at the site.
 - b. We may ask them for documents or we might visit the site in person (depending on the situation).
5. We'll investigate:
 - a. We'll take up to 30 days to investigate your complaint.
 - b. If it takes longer, we'll let you know.
6. We'll make a decision:
 - a. We'll look at all the information gathered and make a decision.
 - b. We'll write you a letter explaining our decision and what we did to resolve the complaint.
 - c. We'll also tell you how to contact us if you have any questions or concerns.
7. We'll help prevent future problems:
 - a. We'll work with the program to make sure similar problems don't happen again.
 - b. This may involve training or making changes to their policies.
8. We'll keep all records of your complaint safe and secure.



MORE ASSISTANCE

Here is a list of resources for more information:

ADA Rules for Cities:

- <https://www.ada.gov/law-and-regs/regulations/title-ii-2010-regulations/>
- <https://www.ada.gov/topics/title-ii/>

The National ADA Network Website:

- <https://www.adaactionguide.org/ada-title-ii-requirements>

HUD's Resource Page for Landlords:

- https://www.hud.gov/program_offices/fair_housing_equal_opp/reasonable_accommodations_and_modifications/information_for_housing_providers_landlords_property_managers

The California Civil Rights Department's Website for People with Disabilities:

- <https://civildisabilityrights.ca.gov/peoplewithdisabilities/>

City Code Rules for Providers:

- https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-13227

Mayor's Office on Disability Website:

- <https://www.sf.gov/departments/mayors-office-disability>

Disability Rights California's Website:

- <https://www.disabilityrightsca.org/>

