

RESIDENT COUNCIL ADVISORS

# PROPOSAL

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2024

# **OUTLINE**

## **1. BACKGROUND AND PURPOSE**

Redesigns hierarchy dynamics and group involvement

## **2. GOVERNANCE AND OVERSIGHT**

Outlines key players, how they will work together, unity of purpose and reporting structure

## **3. GROUP ROLES AND RESPONSIBILITIES**

Explains group roles and responsibilities

## **4. MEMBERSHIP COMPOSITION AND SELECTION**

Discusses how members will be selected, term limits, member expectations, on-boarding, dismissals and vacancies

## **5. MEETING STRUCTURE**

Discusses how group will meet and meeting expectations

## **6. DECISION MAKING**

Explains how group will make decisions

## **7. LEADERSHIP STRUCTURE**

Discusses how the group will be led and leaders roles and responsibilities

## **8. GROWTH AND AMENDMENTS**

Explains how changes to the organization benefit expansion and review of amendments and change process

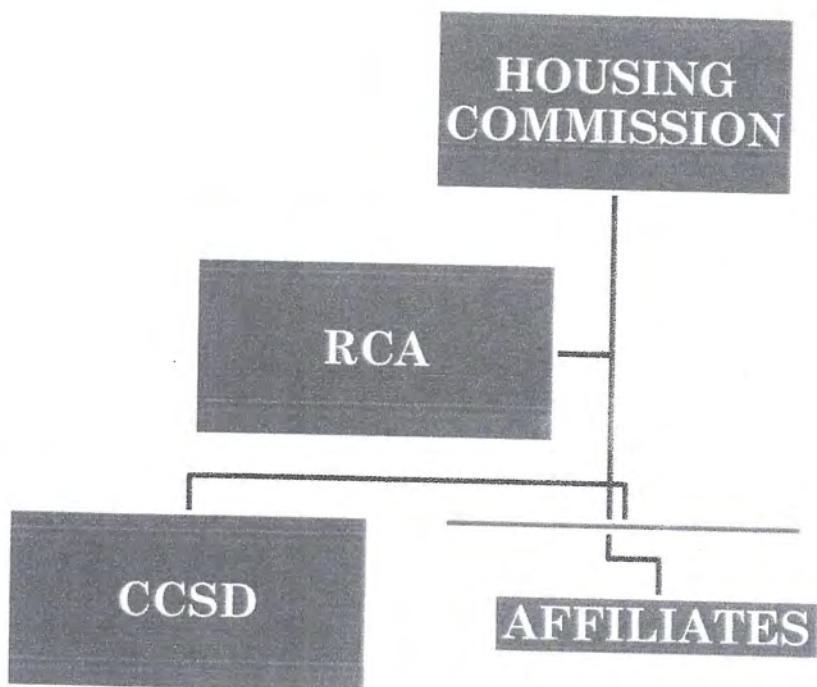
# BACKGROUND AND PURPOSE

- The need to **deliver oversight** to existing structure began soon after Beverly Saba's demise; circa 2017.
- Loose adherence to functional decision making @CCSD.
- Together we are better!
- **Diversity is our greatest strength.**

With education and growing interests at the grass roots level we can make permanent strides towards exposing better living environments and healthier, wealthier residents!

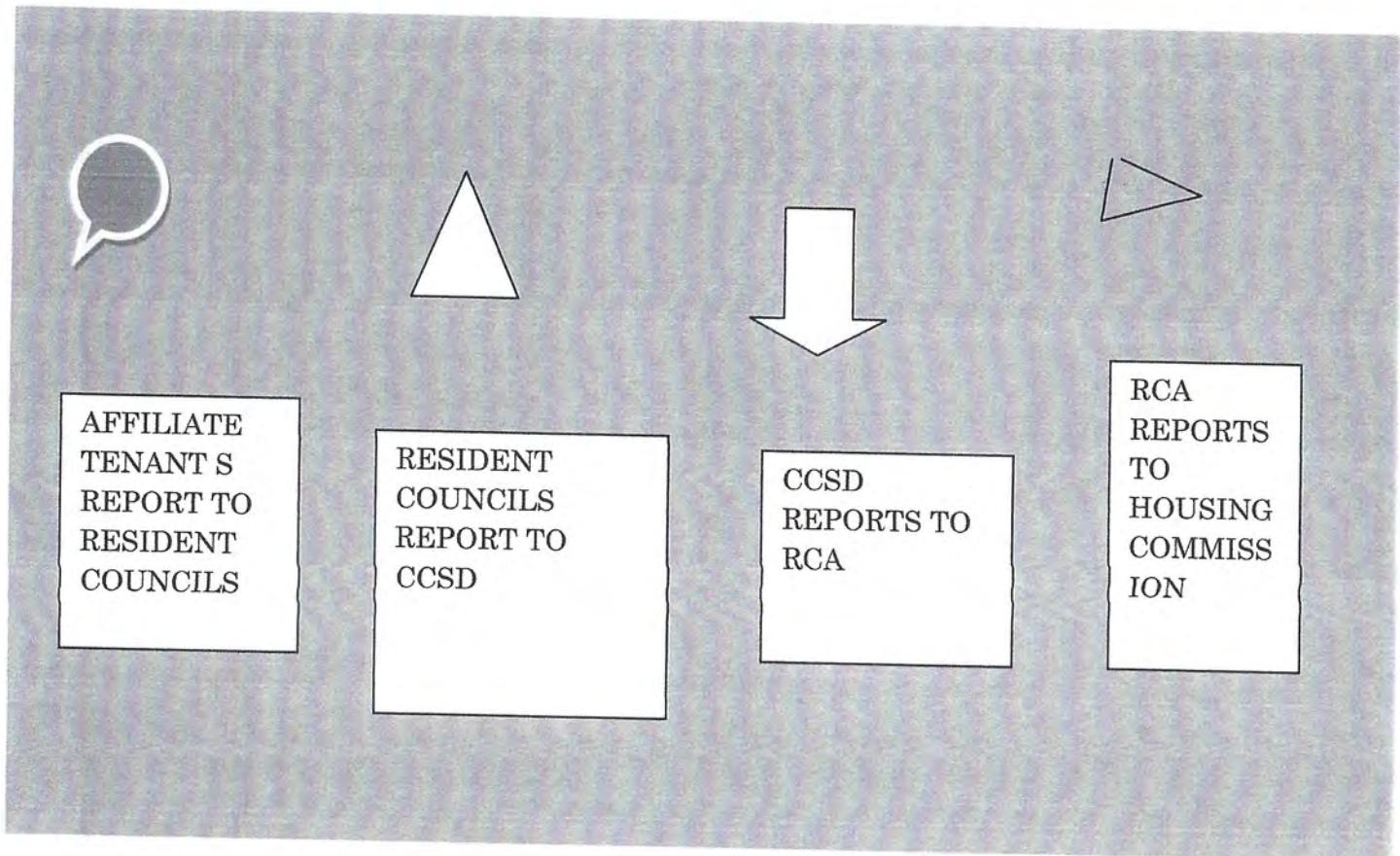
- Advocacy between Management and Residents and Resident Services is a key component.
- Strong structure revamping is required so the RCA can complete the work ethic of Beverly Saba.
- Conflict resolution techniques are required between the members of the CCSD Board.
- Strive to educate and influence conflict resolution techniques
- Treat everyone with respect including, differing age, sexual identity, race, language and philosophies.

**COMMUNITY WORKS BEST WITH UNITY.**



# GOVERNANCE AND OVERSIGHT

## REPORTING STRUCTURE



- ❖ TENANT ASSOCIATIONS ALSO CALLED RESIDENT COUNCILS SOLVE WHAT THEY CAN ON LEVEL 1
  - ❖ BRING CONCERNS TO CCSD
- ❖ CCSD REPORTS FROM COMMUNITY GROUPS AND TENANT COUNCILS
- ❖ RCA INTERVENES BETWEEN BUILDERS, OWNERS, MGMT AND TENANTS/ HANDS ON

# **GOVERNANCE AND OVERSIGHT**

- Implementation Committee tasked with advising, informing, guiding and expanding the reach of CCSD and its' affiliates
- Committee works as working group under the Housing Commission over the CCSD
- Committee is subject to oversight from the Housing Commission.
- Responsible for day-to-day performance requirements.
- Committee not governed by Brown Act

**❖ ACCOMPLISHES**

**✓ MINIMIZING WORKLOAD OF  
HOUSING COMMISSION**



**✓ RCA COMPLETES SELF  
EVALUATION**

**✓ CLEARS ACTION ITEMS**

**✓ SUMMARIZES PROGRESS  
REPORT**

**✓ REPORTS AT MONTHLY  
HOUSING COMMISSION  
MEETING**

**✓ SUBSEQUENT REPORTS  
AVAILABLE UPON REQUEST**

# ROLES AND RESPONSIBILITIES

- ❖ THE COMMITTEE'S MAIN PURVIEW WILL BE TO FACILITATE COORDINATION, EFFECTIVE OPERATIONS AND ON GOING IMPROVEMENT IN COMMUNICATION
  - ❖ WORKING TOWARDS BETTER LIVING ENVIRONMENTS IN PUBLIC, PUBLIC-PRIVATE SECTION 8, HOUSING CONDITIONS
- ❖ ASSESSMENT AND PRIORITIZATION OF CONFLICT RESOLUTION & DESIGN SOLUTIONS AND RECOMMENDATIONS
- ❖ REVIEW PERFORMANCE OF RESIDENT COUNCILS, TRAINING INCLUDING AUDITING OF AFFILIATES AND CCSD
- ❖ ACTING LAISON BETWEEN CCSD AND AFFILIATES

❖ TAKE WHAT THEY CANNOT SOLVE TO YOU

# MEMBERSHIP COMPOSITION and SELECTION

## CURRENT AND FUTURE MEMBERSHIP WILL INTENTIONALLY FOCUS ON INCLUDING:

4 -25  
MEMBERS

2-4 YEARS  
MEMBERS  
WILL SERVE,  
W/  
EXTENSIONS  
DECIDED BY  
THE GROUP-  
SYSTEM  
MEMBERS  
MAY BE  
INVITED TO  
ROTATE  
COMMITTEE  
MEETINGS

DIVERSITY OF ALL  
KINDS WITH  
EXPLICIT  
CONSIDERATION  
OF INC GROUPS  
DISPROPORTIONAL-  
LY IMPACTED BY  
HOMELESSNESS

SERVICE PROVIDERS  
THAT DELIVER  
SERVICES IN OUR  
AFFILIATES INC  
TARGET POPULATIONS  
OF SENIORS,  
DISABLED, VETERANS,  
SURVIVORS OF  
DOMESTIC ABUSE OR  
EXP IN LEGAL SYSTEM

RESIDENT SERVICE STAFF MAY RESERVE 2  
SEATS AND BUILDING MANAGEMENT MAY  
RESERVE 2 SEATS CCSD 2 SEATS W/  
ADDITIONAL INVITES OF OTHER SYSTEM  
PARTNERS AND SUBJECT MATTER PARTNERS  
OR VARIOUS RELATED PARTNERS INVITED TO  
CONTRIBUTE DEPENDING ON AGENDA  
TOPICS + INVITATIONS TO SERVE OR TO  
SPEAK ACCORDING TO THEIR RELEVANCE

EXPERTS OR SUBJECT MATTER STAFF AFFECTED BY  
RESIDENTS CONCERN OR COMPLAINTS MAY BE  
INVITED TO CONTRIBUTE AND MAY BE OFFERED A  
MEMBERSHIP AS WELL AS AFFECTED RESIDENTS  
OVERCOMING CONFLICT RESOLUTION AND  
MEDIATION WITH EMPHASIS PUT ON SUCCESSFUL  
RESOLUTION OR SATISFACTORY COMPROMISE FOR  
ALL CONCERNED INC GUEST COMMITTEE  
CONTRIBUTORS AND PERMANENT MEMBERS

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# PERFORMANCE

- † TO BE CONSISTANT WITH COMMISSION PRINCIPLES
- † UPHOLD ETHICAL POLICIES AND STANDARDS
- † CONFERENCE REPRESENTATION AND ATTENDANCE WHEN POSSIBLE
  - † AFFILIATE VISITATIONS
- † MONTHLY OR BI-MONTHLY MEETINGS
  - † RECORD ALL ACTION ITEMS
- † FAIR AND TRANSPARENT ADVOCACY AND LAISON PRACTICES
- † REFLECT THE VALUES OF THE HOUSING COMMISSIONERS
- † MEET PERFORMANCE BENCHMARKS
- † PREPARE REPORTS FOR IMPROVING RELATIONS
- † ON-GOING PLANNING FOR COMMUNITY ENGAGEMENT

- + ASSIST IN FOOD DISTRIBUTION PROGRAMS TO REDUCE FOOD INSECURITY FOR SENIORS AND DISABLED RESIDENTS WHEN AVAILABLE
  - + REDUCE STIGMA ON ALL LEVELS
  - + PROMOTE UNITY IN COMMUNITY
- + REBRANDING TO HAVE AN ON-LINE PRESCENCE
  - + MONITOR WEBSITE
- + RECOGNIZE INDIVIDUAL CONTRIBUTIONS BY VOLUNTEERS IN THE COMMUNITY
- + PROVIDE PRESENCE AT RESIGNING OF EACH MOU'S
  - + MONITOR ADHERENCE TO MOU RESOLUTIONS
  - + MONITOR PROTECTION OF AFFILIATE'S RIGHTS
  - + REFINE AND IMPROVE CLIENT BILL OF RIGHTS
  - + EDUCATE AND TRAIN RESIDENT COUNCILS
    - + THE COMMITTEE MAY ALSO MAKE RECOMMENDATIONS TO WIDEN OPERATIONAL STANDARDS FOR IMPROVEMENTS

## MEMBERSHIP COMPOSITION AND SELECTION

- + BE THE CORNERSTONE FOR POSITIVITY AND CONNECTING PARTNERSHIP
- + SOLICITE NEW PARTNERSHIPS AND AFFILIATES
- + PROVIDE A HOTLINE FOR TROUBLED TENANTS
- + PROVIDE LANGUAGE TRANSLATIONS TO HOTLINE
- + OVERSEE ADHERENCE TO RESIDENT COUNCIL ELECTIONS REQUIREMENTS WHERE NECESSARY INCLUDING CCSD'S

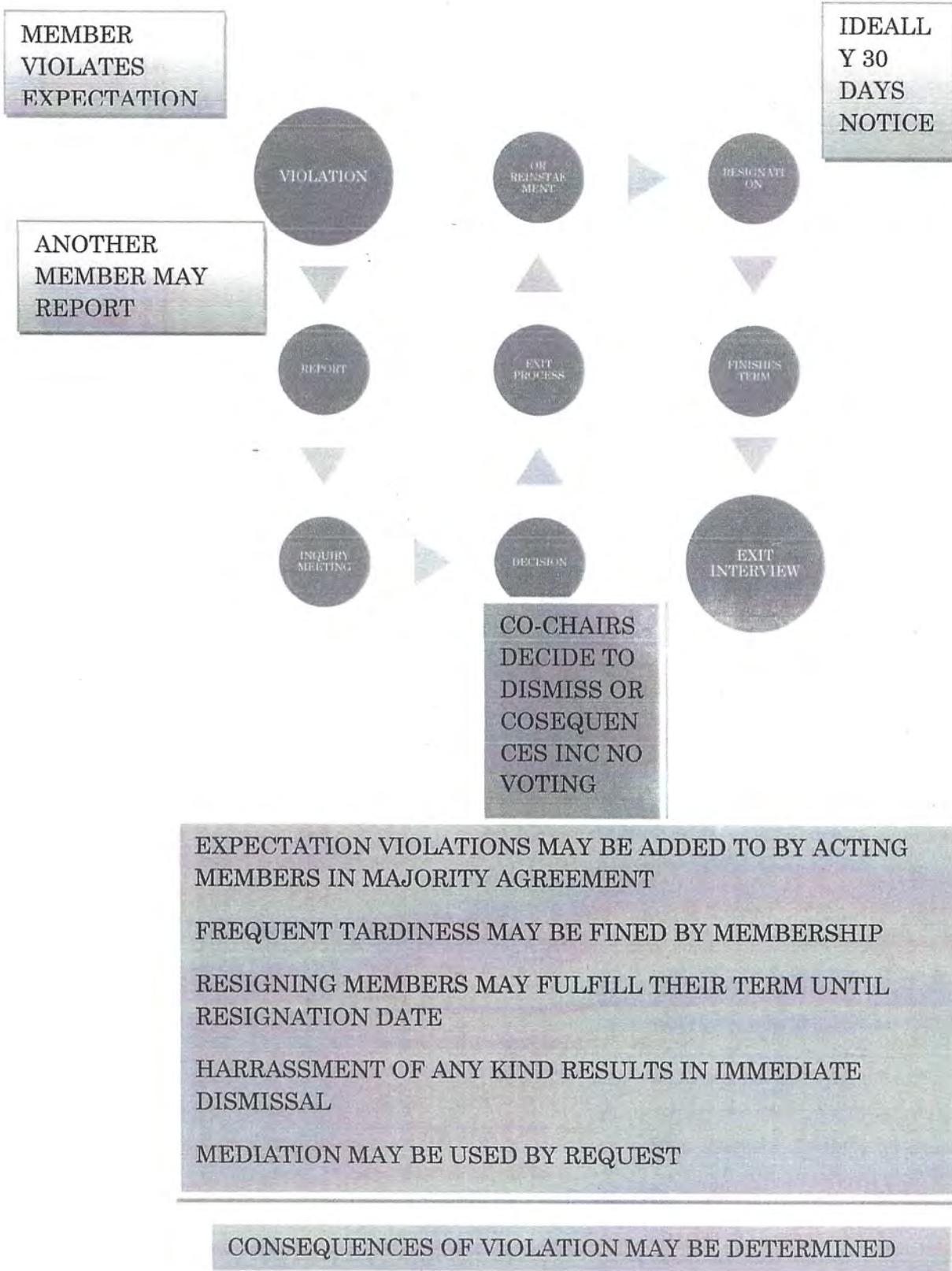
# **MEMBERSHIP SELECTION**

- ❖ THIS COMMITTEE WILL COMPENSATE AND PROVIDE SUPPORT TO PEOPLE WITH LIVED EXPERTISE FOR TIME SPENT ON THE COMMITTEE
- ❖ NEW MEMBERS SHALL ATTEND COMMITTEE MEETINGS AND BECOME FAMILIAR WITH THE RELEVANT COMMITTEE MATERIALS AND BE GIVEN ASSIGNMENTS
- ❖ THOSE RECEIVING PAYMENTS FROM OUR COMMITTEE WILL RECEIVE PAYMENT ORIENTATION FROM COMMITTEE MEMBERS
- ❖ NEW MEMBERS WILL BE INTRODUCED TO THE COMMITTEE AT THEIR FIRST MEETING AND WILL BE PAIRED WITH A COMMITTEE "BUDDY" TO HELP PROVIDE SUPPORT
- ❖ ADDITIONAL ONBOARDING MAY BE PROVIDED BY THE CO-CHAIRS OR COMMITTEE STAFF UPON REQUESTAND ADHERE TO MEMBER EXPECTATIONS
- ❖ 3 CONSECUTIVE ABSENSES FROM THE COMMITTEE MEETINGS WILL BE MET WITH AN INVITATION TO STEP DOWN AND RELINQUISH THEIR SEAT
- ❖ ALL MEMBERS MUST ABIDE BY MEMBERSHIP EXPECTATIONS

# **MEMBERSHIP EXPECTATIONS**

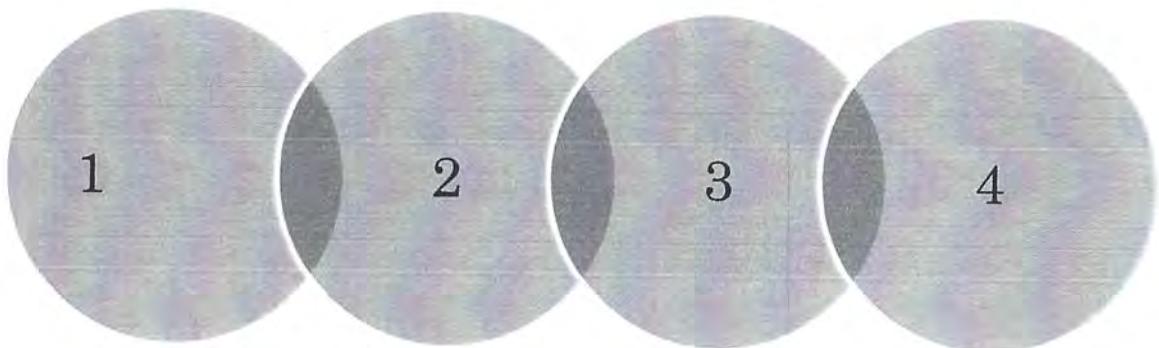
- 1. ABIDE BY GROUP'S COMMUNITY AGREEMENTS AND ACT WITH INTEGRITY**
- 2. MAKE A GOOD FAITH ATTEMPT TO ATTEND EACH MEETING EITHER IN - PERSON OR ON TELEPHONE OR VIDEOCONFERENCE**
- 3. MEMBERS WILL MAKE A GOOD FAITH ATTEMPT TO BE ON TIME FOR MEETINGS AND APPOINTMENTS**
- 4. MEMBERS UNABLE TO ATTEND MEETINGS MUST LET CO-CHAIRS KNOW IN ADVANCE OF 5 DAYS WITH EXCEPTIONS FOR EMERGENCIES**
- 5. MEMBERS WILL OFFER SUPPORT FOR MEMBERS TO ATTEND MEETINGS**
- 6. MEMBERSHIP WILL NOT DISCRIMINATE ANYONE DUE TO RACE, RELIGION, SEXUAL IDENTITY, MARITAL STATUS, NATIONAL ORIGIN, GENDER, CREED, COLOR, AGE, OR PHYSICAL AND/ OR MENTAL DISABILITY**
- 7. NOT ENGAGE IN ANY UNWELCOME CONDUCT INCLUDING HARRASSMENT, BULLYING, SHOUTING MATCHES, PERSONAL INSULTS, INTIMIDATING AND OR OFFENSIVE BEHAVIOR OR DISRUPTION OF MEETINGS**
- 8. AVOID AND DISCLOSE ANY CONFLICTS OF INTEREST BOTH PROFESSIONAL AND PERSONAL AND ABSTAIN FROM VOTING OR DISCUSSION IN THOSE CASES**
- 9. TO COMPLETE ASSIGNMENTS TO THE BEST OF THEIR ABILITY**

# DISMISSAL PROCEDURES



# **MEMBERSHIP COMPOSITION AND SELECTION**

## **VACANCIES**



- 1. IDENTIFY NEED TO FILL VACANCY**
- 2. CIRCULATE APPLICATION**
- 3. DECIDE USING COMMITTEE'S DECISION MAKING PROCESS**
- 4. PRESENT RECOMMENDATION FOR MAJORITY PRESENT OR 2/3RDS MEMBERSHIP APPROVAL**

**MEMBERS WHO WILL BE ABSENT FOR MORE THAN 3 MONTHS MAY OPT TO SEND SOMEONE IN THEIR PLACE TO HOLD THE POSITION PENDING APPROVAL OF COMMITTEE**

# DECISIONS

## DECISION MAKING

THE COMMITTEE SHALL ACT ON THE AFFIRMATIVE VOTE OF A MAJORITY OF THOSE PRESENT AT THE MEETING BY ATTENDANCE OR CONSENSUS

VOTES CAN TAKE PLACE WITH CORE CHAIRS IN ATTENDANCE

ALL COMMITTEE MEMBERS GET 1 VOTE

NO VOTES BY PROXY

CO-CHAIRS WILL BE ASSIGNED BY CONSENT

WHEN CO-CHAIRS COME VACANT MEMBERS MAY NOMINATE THEMSELVES OR OTHERS AND LEADERS CAN DECIDE

SUB-COMMITTEES MAY BE FORMED BY ASSIGNMENT

SPECIAL ASSIGNMENTS MAY BE COMPENSATED APPROPRIATELY

CO-CHAIRS MAY TRACK ATTENDANCE, PREPARE ACTION ITEMS, REPORT TO COMMISSIONERS, KEEP MINUT COUNTPARTICIPATE IN DELEGATION

ANY CHANGES IN ASSIGNMENTS MUST BE TRACKED AS WELL AS REPORTED BACK TO COMMITTEE ALONG WITH OUTCOMES

# **BUDGET BUDGET BUDGET**

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**WE EXPECT OUR FUNDING FROM HUD 3 AND OR PROP C SF**

**THE COMMITTEE SEEKS AN INITIAL \$100,000.00 FOR SET-UP FORMATION  
and FIRST YEAR WITH POSSIBLE ADDITIONS UPON DISCUSSION**

**THIS INCLUDES A CALLER HOTLINE W TRANSLATORS AVAILABLE**

**THIS INCLUDES TRANSLATORS FOR MEETINGS WHERE REQUIRED**

**THIS INCLUDES A WEBSITE AND ON LINE PRESENCE TO BRIDGE THE GAP  
IN THE COMMUNITY, AS WELL AS IT'S UPKEEP AND MONITORING**

**THIS INCLUDES GRAPHIC ARTS AND PRINT MATERIAL AS NECESSARY**

**6 BASE CO-CHAIRS WILL BE COMPENSATED DEPENDING ON  
CONTRIBUTION AND EXECUTION OF ASSIGNMENTS AS AGREED**

**THIS TOTAL ENCOMPASSES STIPEND OR COMPENSATIONS AS SUITABLE  
AND ALLOCATES FOR CHAIR TRANSPORTATION TO AND FROM  
ASSIGNMENTS WITH FULL ACCOUNTING SUBMITTED AND OPEN FOR  
AUDIT ANNUALLY**

By signing my name to the following, I am agreeing to either part a.) below, part b.) below or to both a.) & part b.), respectively. I may be contacted again if necessary in support of this petition.

If my name is typed under a.) or b.) either or both, I am registering my affirmative support in favor of the appointment of said governing body of resident council advisors by proxy and agree to be contacted again for further verification if required to approve this petition.

a.)

I am IN SUPPORT OF this petition to place an oversight board or governing body of resident council advisors to ensure the proper guidance and training for fulfillment of services and distribution of benefits in a manner of openly transparent, law based leadership on behalf of the senior and disabled tenants living in subsidized housing in San Francisco and utilized to advance the community to better living conditions.

Or, b.)

My building and our tenants have been negatively impacted by the on-going hostility and continued dysfunction at CCSF and we have lowered our level of involvement or have stopped participating all together. Please approve this petition.

Signed NAME, typed or printed      BUILDING address      title

Margaret M. McNulty      1760 Bush Street      president

Scott Rittenberg      1760 Bush Street      treasurer

<https://www.aprio.com/people/scott-rittenberg/>      An Accountant from Georgia?

KEZIA MARTINEZ      1760 BUSH STREET      SECRETARY

MICHELLE DANCER 1760 BUSH STREET SERGEANT-AT-ARMS

ERIC MEOLI 1760 BUSH STREET FORMER TREASURER

JOHN HARRIS 1760 BUSH STREET FORMER VICE PRESIDENT

VERNON GREER 1760 BUSH STREET DISABLED TENANT

ISAAC JACKSON 1760 BUSH STREET DISABLED TENANT

ROBERT STEWART 1760 BUSH STREET DISABLED TENANT

KIM GATRELL 1760 BUSH STREET DISABLED TENANT

JOHN MULLINS 1760 BUSH STREET DISABLED TENANT

CHUCK VLANTON 1760 BUSH STREET DISABLED TENANT

STEPHANIE HUGHES ROSA PARKS COUNCIL PRESIDENT