Shelter Monitoring Committee
FY2018-2019 Update
July 1, 2018 to June 30, 2019
Introduction – Who We are

Who is the Shelter Monitoring Committee?

• 13 appointed volunteers
  • 7 of the seats on the Committee are filled with homeless or formerly homeless individuals
  • 4 seats are filled with individuals with experience providing services to homeless individuals
  • 1 representative from HSH
  • 1 representative from DPH

Purpose of the Committee

• To document and provide comprehensive information to the Mayor, Board of Supervisor’s, Local Homeless Coordinating Board, other agencies and the public regarding shelter conditions, operations and any City or shelter policies that impact shelter clients
• To monitor City-funded shelter programs for compliance with the Standards of Care

The Committee does not:

• Oversee shelters or resource centers
• Make shelter reservations
• Provide advocacy or counseling services
Sites monitored by the Committee

Resource Centers, Reservation Centers, Drop-In Centers: 4
• Provides shelter reservations and/or services such as meals, laundry, showers, case management

Single Adult Shelters: 10
• Provides temporary shelter for homeless adults over the age of 18
• Year round capacity: 1203 year-round beds
  • Interfaith Winter Shelter (Open from Nov. – Feb only)

Family Shelters: 6
• Provides emergency shelter for homeless families
• Can be private or congregate rooms
• Capacity of 114 family units and an additional 46 emergency beds

Total sites monitored by the Shelter Monitoring Committee: 20
FY18-19: Site Visits

- Completed 108/113 visits, 95% of the mandated total
- Number of SOC infractions noted system wide: 165
- 5 Standards receiving the most infractions:
  - **Standard 8**: Sites must comply with ADA, provide reasonable modifications and post shelter rules and policies (20 infractions)
  - **Standard 21**: Communicate with clients in their primary language OR provide professional translation services (17 infractions)
  - **Standard 6**: Provide stocked first aid kits and required medical supplies such as AEDs (14 infractions)
  - **Standard 3**: Provide required hygiene supplies (13 infractions)
  - **Standard 22**: Provide at least one front line staff at each site that is bilingual in English and Spanish (13 infractions)
Top Site Visit Infractions from FY17-18

- **Standard 3** Hygiene Supplies: 21
- **Standard 8** ADA Compliance: 20
- **Standard 12** Provide Required Linens: 16
- **Standard 17** Post signage noting maintenance issues: 11
- **Standard 21** Provide professional translation services: 12
- **Standard 25** All staff must wear ID badges: 9

Comparing FY 17-18 to FY 18-19.
The Committee received 174 complaints filed by 98 unduplicated clients.

Least complaints received:
- Hospitality House, Lark Inn, St. Joseph's, Santa Marta/Maria (0 complaints each)

Most complaints received:
- Next Door (68 complaints)

FY 18-19:
- Complaints received: 160
- Unduplicated clients: 90

FY 17-18:
- Complaints received: 174
- Unduplicated clients: 98

Status of Complaints

- Satisfied
- Not Satisfied
- Closed
### Client Complaints by SOC Category

- **67%** Staff
- **16%** ADA
- **13%** Health and Hygiene
- **4%** Facilities and Access

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<table>
<thead>
<tr>
<th>Standard of Care</th>
<th>Category</th>
<th># of complaints</th>
<th># of clients submitting complaints about this Standard</th>
<th># of sites receiving complaints about this Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard 1: Treat clients equally, with respect and dignity, especially in the application of shelter policies and grievance process</td>
<td>Staff</td>
<td>121</td>
<td>70</td>
<td>16</td>
</tr>
<tr>
<td>Standard 2: Provide shelter services in an environment that is safe and free from physical violence</td>
<td>Staff</td>
<td>45</td>
<td>38</td>
<td>10</td>
</tr>
<tr>
<td>Standard 3: Provide liquid soap...paper/hand towels...hand sanitizer...toilet paper in each bathroom stall and hire janitorial staff to clean shelters on a daily basis</td>
<td>Health and Hygiene</td>
<td>19</td>
<td>18</td>
<td>9</td>
</tr>
</tbody>
</table>

*Note: Each complaint may include alleged violations of more than one Standard*
Client Complaints – Major Issues

- **Threats or Acts of Violence**: 41 complaints
- **Reservation/DOS issues**: 40 complaints
- **Food issues (Quality/Service/Safety)**: 16 complaints
- **Property storage issues**: 10 complaints
- **Lack of required linens**: 9 complaints
The Shelter Monitoring Committee is currently recruiting new members for the remainder of the 2019-2020 Committee Term!

**Responsibilities:**

- Conduct site visits at homeless shelters and resource centers to ensure that shelter programs are meeting operating standards
- Document shelter conditions and operations for the Mayor, Board of Supervisors, Local Homeless Coordinating Board, the public and other appropriate agencies
- Make recommendations for City and shelter policies that impact shelter clients

**Time Commitment:**

- 1 Monthly Committee meeting
- Approximately 4 site visits per month
- **Total time commitment: 15-20 hours per month**

For more information, contact Shelter.Monitoring@SFGOV.org
Vacant Committee Seats:

• LHCB Seat #4: Must be homeless or formerly homeless, and who has been nominated by one or more community agencies that provide behavioral health, housing placement or other services to homeless people

• BOS Seat #1: Must be homeless or formerly homeless, who is living or has lived with their homeless child under the age of 18

• BOS Seat #2: Must be homeless or formerly homeless within three years prior to being appointed, and has a disability

• BOS Seat #5: Must be homeless or formerly homeless and has been nominated by one or more nonprofit agencies that provide advocacy or organizing services for homeless people

• Mayor’s Seat #3: Must be homeless or formerly homeless and have experience providing direct services to the homeless through a community setting
Questions?