

Shelter Monitoring Committee

Annual Report to the
Homelessness Oversight Commission

Fiscal year 2022 - 2023

Committee Members

There are 12 Seats on the SMC. Current Members are listed here.



Chair, Seat 4
Diana Almanz
SMC Chair



Seat 3
Britt Creech
SMC Member



Seat 8
Steven Clark
SMC Member



Seat 9
Kaleese Stree
SMC Member



Seat 10
Melanie Muasa
SMC Member



Seat 11
Belinda Dobb
SMC Member



Seat 6
Traci Watson
SMC Member



Seat 7
Justice
SMC Member



Seat 2
C-J Ross
SMC - Seat 2



Seat 12
Angie David
DPH, Health Worker IV



“MC meeting” by Robert Hill

Monthly meetings are held the 3rd Wednesday of the month at City Hall, Room 408

← Some of our Members

What we do:

- **Inspect San Francisco shelters and Drop-in Centers.**
- **Take complaints about the shelter system.**
(Complaint must have happened in the last 90 days.)
- **Write reports to the Homelessness Oversight Commission.**
- **Investigate Standard of Care (SOC) complaints.**

What we don't do:

- **Inspect Navigation Centers or Permanent Supportive Housing.**
- **Manage shelters.**
- **Make shelter reservations.**
- **Address denials of services.**
- **Counsel or advocate for clients.**
- **Take complaints about other clients. (Unless they involve violence or threats of violence.)**

<https://sf.gov/sites/default/files/2022-12/Standard%20of%20Care%20List%202019.pdf>

Standard
1. Treat clients equally, with respect and dignity, including in the application of shelter policies and grievance process
2. Provide shelter services in an environment that is safe and free of physical violence; by ensuring safety protocols are in place that include training to shelter staff regarding de-escalation techniques
3. Provide, liquid soap with a dispenser permanently mounted on the wall in the restrooms; small individual packets of liquid soap, or small bar soap for use by one individual only, paper/hand towels, hand sanitizers, at least one bath-size (24"x48") towel to shelter clients and staff in each bathroom; if hand-dryers are currently installed they shall be maintained in proper working condition; in addition, shelters shall provide toilet paper in each bathroom stall and hire janitorial staff clean shelters on daily basis
4. Provide feminine hygiene and incontinence supplies upon request
5. Comply with current City policy set forth in the San Francisco Environment Code,

Complaints

- Phone (415) 255-3642
- Email shelter.monitoring@sfgov.org
- On-line form ↓

[Shelter Monitoring Committee | San Francisco \(sf.gov\)](#)

- In-person 440 Turk St. Monday, Wednesday

A scenic view of a park with a large tree in the center, a grassy lawn, and a building in the background. The sky is blue with some clouds. The text is overlaid on the image.

Report a problem at a SF shelter 2023-24

Dec 5, 2023

On-line SMC Complaint Form

Start now

A woman's face drop-in, 211 15th St.

Other

3. When did this happen? (¿Cuándo paso?)

Enter your answer

4. What happened? (¿Que paso?)

Enter your answer

5. Did anyone else see this happen? (¿Alguien más lo vio?)

Date: Submitted to Shelter **December** [REDACTED] **2023**

SMC file #2 [REDACTED]

Date of report to SMC: 12/[REDACTED]/2023

Client Name & Contact Information: **Anonymous**

*If you would **not** like your name to be used, please check here:* **X**

Site (name of Shelter and/or address):

[REDACTED]

Name and/or description of staff involved: Shelter management

Complaint Details:

Complainant-client asserts the following Standards of Care are not being met by [REDACTED]:

SOC #3 (...provide toilet paper in each bathroom stall and hire janitorial staff clean shelters on daily basis...)

SOC #17 (... when a maintenance problem ... note the status of the repairs.)

Complaint #1 (SOCs 3, 17): The client states that restrooms are poorly maintained. The following link is to a video that purports to depict this. It shows dirty toilets, messy stalls, graffiti, and missing toilet paper dispensers.

Shelter Monitoring Committee Site Visit Infraction Process Flowchart

- Committee site visit teams note any Standards of Care infractions during site visits and submit them to staff
- Committee staff will type up the site visit forms and generate an Infraction Report (if necessary) and send it to shelter management.

Note: HSH is immediately notified for all incidents of violence, fraud, and/or assault that take place during a site visit



- Sites have 48 hours to acknowledge receipt of the infractions
- Sites investigate infractions and are required to send a formal response to the Committee along with its findings and corrective actions 7 days after they are submitted to the site

If the site has taken corrective action to address the infractions, the process stops here.

If the site has not addressed the infractions, Committee staff will investigate to determine the reason why the issues are still ongoing.



At the conclusion of the investigation, Committee staff will compile their findings into an Investigation Report that will:

- Recommend corrective action that the site must take to ensure compliance with the Standards of Care
- OR
- Note the reason why the site cannot take corrective action and why the infraction is ongoing

The investigation report will be sent to shelter management, the Department of Homelessness and Supportive Housing and the Shelter Monitoring Committee for review.

Number of allegations by Standard of Care (FY22-23):

1: Treat all clients equally, with respect and dignity...	54
2: Provide shelter services in an environment that is safe and free of physical violence	22
3: ...soap...toilet paper...hire janitorial staff to clean shelters daily ...	5
4: Provide feminine hygiene and incontinence supplies upon request.	1
5: ...ensure shelter operators use pest control least harmful pest control...	1
7: Supply...drinking water...during normal operating hours...	1
8: Provide shelter Provide shelter services in compliance ADA...	4
9: Engage a nutritionist, who shall develop all meal plans...	4
10: Make dietary modifications to accommodate clients...	3
13: Make sleeping available at least 8 hours per night	7
17: Note when a maintenance problem will be repaired ...	2
23: Ensure each shelter has an emergency disaster plan...drills monthly ...	1
25: Require all staff to wear a badge that identifies name and position...	1
28: Provide clients with access to free laundry services with hot water ...	2
30: Comply with the Cal-OSHA rules ...	2
31: Annual all-staff mandatory trainings...	9

Complaints by site - Fiscal year 2022 – 2023

Shelter	Total	Navigation Center	Total
A Woman's Place	1	Bayview Nav	1
AWP Drop-in	6*	Central Waterfront Nav	1
Adante	1	Division Circle	1
Hamilton Family	1	Lower Polk TAY	1
Monarch	2	Taimon Booton	1
MSC-South	5*		
Next Door	4		
Sanctuary (ECS)	12*		
Total	37*		

* Includes non-unique complainants

Site Visits
(Inspections)



Sanctuary Monitoring Committee

		Announced <input type="checkbox"/>	Unannounced <input type="checkbox"/>
Sanctuary Staff Interview Form			
Date:			
Committee Members conducting the site visit: <u>1</u>:			
Staff member interviewed:			
s.o.c.#	<u>Areas of Inquiry:</u>	Yes	No
31	Has the staff received training in 'Cultural Competency'?	<input type="checkbox"/>	<input type="checkbox"/>
	Date and Type of last 'Cultural Competency' training:		
31	Has the staff received De-Escalation training?	<input type="checkbox"/>	<input type="checkbox"/>
	Date of last De-Escalation training:		
8	Is there a refrigerator for client medication?	<input type="checkbox"/>	<input type="checkbox"/>
	If YES , Location of the refrigerator:		
8	Is there an ' on duty ' ADA liaison?	<input type="checkbox"/>	<input type="checkbox"/>

Central Waterfront Navigation Center



Members look at restrooms and showers:



Are vents dirty? Rust is okay; heavy dust is not:



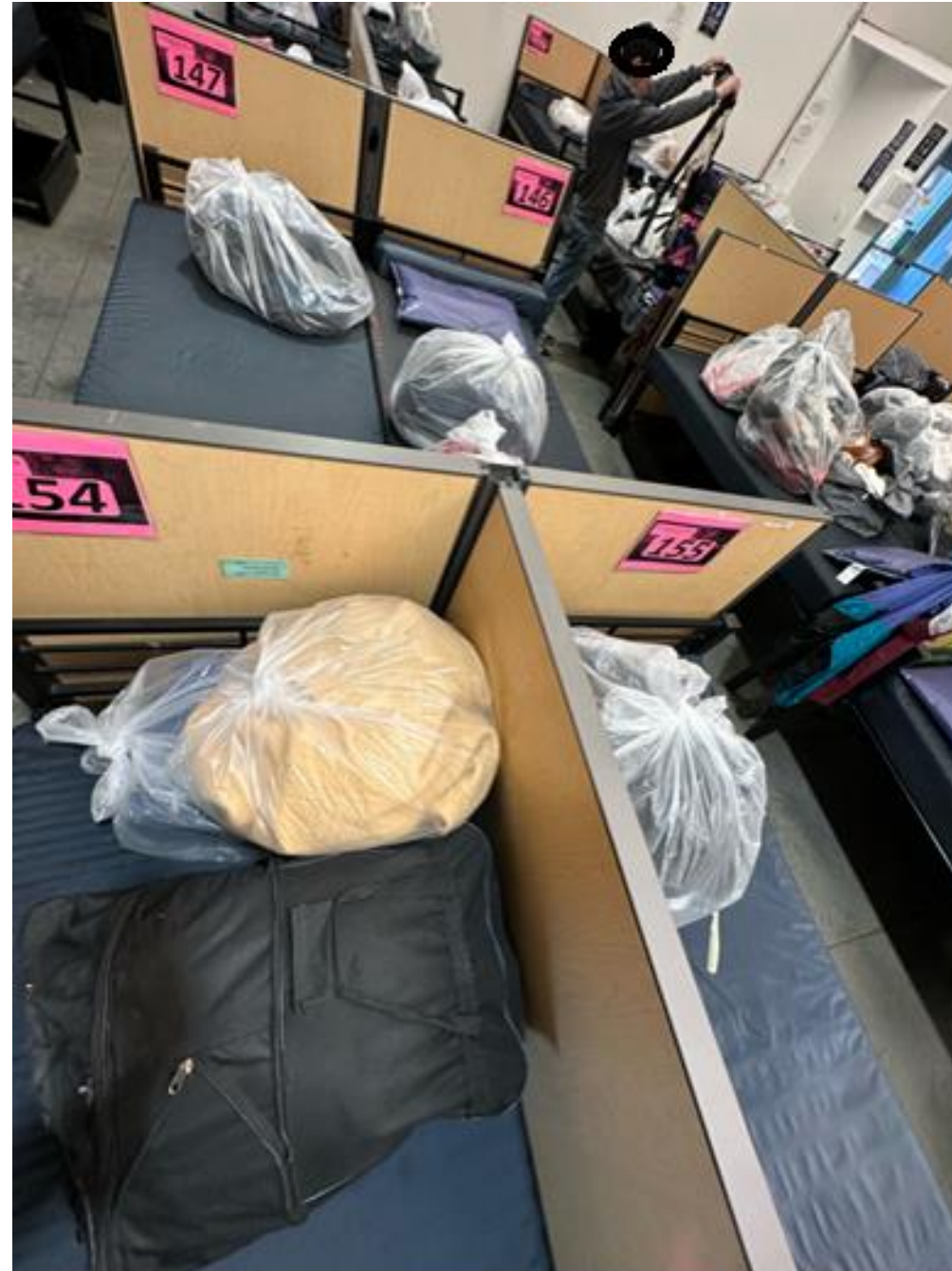
Do guests have lockable storage? Water?



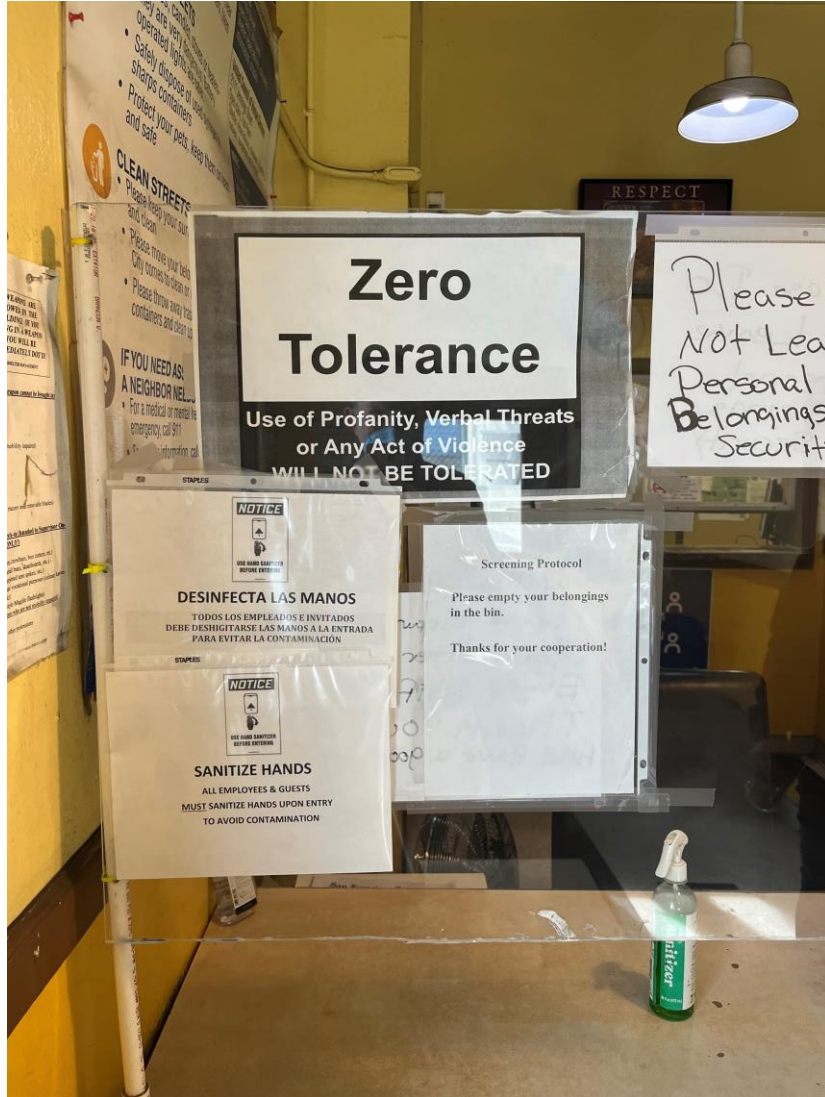
Is there adequate bedding? Electrical outlets?



Are beds too close together?



Are services offered in a safe environment?



Is the
shelter
clean?

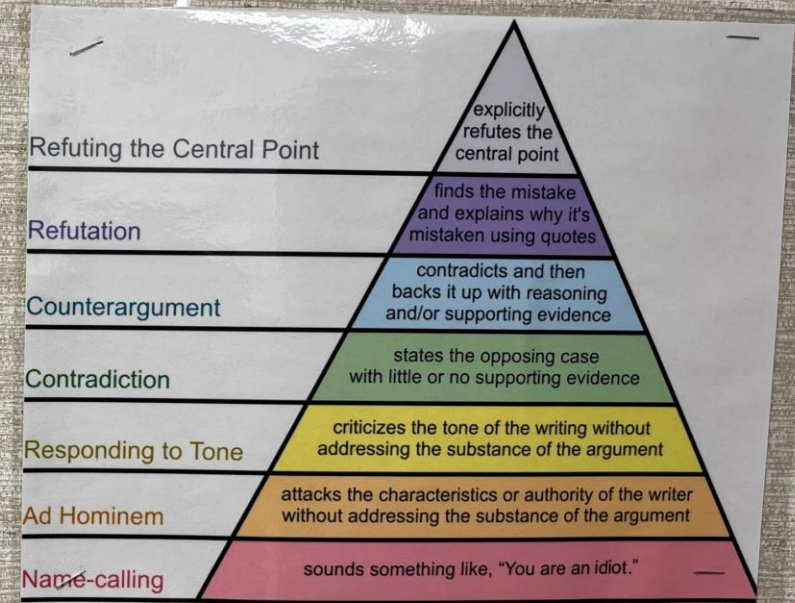


Are staff properly trained?

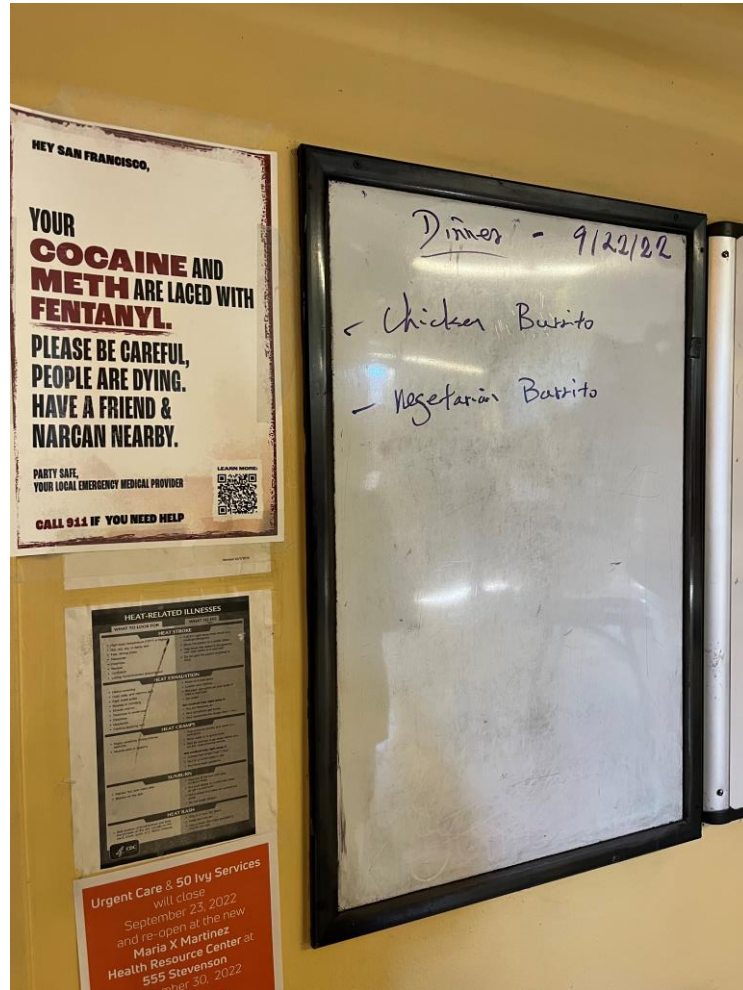
DE-ESCALATION

strategies for dementia behaviors

- Do not raise your voice to be heard over a person with dementia yelling
- Do not make demands of the person
- Remain non-judgemental
- Validate their feelings, but not their actions. "It's OK that you are upset right now, but it really hurts when you hit me."
- Actively listen and be silent
- Don't try to reason
- Avoid the word "no"
- Be aware of your body language
- Respect their right for refusal
- Respect personal space
- Answer questions, but ignore verbal aggression
- Face the person and be at eye level
- Use distractions
- Practice deep breathing exercises
- Take a walk or a short movement break
- Decrease sensory stimulation
- Do not argue. Go along with their story
- Use calming visual input and sounds



Is the shelter welcoming?



Other SMC Activities at the Shelters

- Participation in Town Hall Meetings
- Surveys of client satisfaction
- Investigation of complaints that are not resolved to the satisfaction of the complainant
- Standard-of-Care Training for Staff

So far in Fiscal Year 2023 - 2024

Site	Site Capacity*							Total (FY23-24)	
	*COVID capacity	23-Jul	23-Aug	23-Sep	23-Oct	23-Nov	23-Dec (as of 12/7)		Red indicates late response
Bayshore Nav	128 beds	0	0	1	0	0		1	
Bayview Nav	203 beds	0	0	1	0	0		1	
Central Waterfront	44 beds	0	1	0	2	1		4	2
Division Circle Nav	186 beds	0	1	3	0	0		4	
Ellis	123 beds	1	0	0	0	0		1	
Embarcadero Nav	200 beds	0	0	0	0	0	1	1	
Hospitality House	22 beds	0	0	0	1	0		1	
MSC-South	218 beds	0	0	0	0	1		1	
Monarch	92 beds	0	0	2	1	0		3	1
Next Door	248 beds	1	0	0	0	1		2	
A Woman's Place	25 beds	1	0	0	1	0		2	
Total	Single adult: 1688 beds/mats Family: 83 families and 120 beds/mats	3	2	7	5	3	1	21	3

Near-term Outlook

- Member Concerns
 - Training of shelter staff should be given more focus
 - There are still two vacancies (Seats 1 and 5)
- New Officers
 - Britt Creech was elected Vice Chair
 - Angie David was elected Secretary
 - Diana Almanza was elected to another term as Chair
- Site Visit Schedule has been disseminated to Members
- A second staffer should be hired early in the new year
- The Hot-line phone number will be changed to an HSH number