

1 [Shelter Monitoring Committee.]

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3 **Ordinance amending section 20.304 of the San Francisco Administrative Code to**
4 **require City departments to respond to reasonable requests for information from the**
5 **Shelter Monitoring Committee.**

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Note: Additions are *single-underline italics Times New Roman*;
7 deletions are ~~*strikethrough italics Times New Roman*~~.
8 Board amendment additions are double underlined.
Board amendment deletions are ~~strikethrough normal~~.

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Be it ordained by the People of the City and County of San Francisco:

10 Section 1. The San Francisco Administrative Code is hereby amended by amending
11 section 20.304, to read as follows:

12 **SEC. 20.304. POWERS AND DUTIES.**

13 The Committee shall have all of the powers and duties necessary to carry out the
14 functions of the Committee as follows:

- 15 (a) **Site Visits.** Individual Committee members shall form teams and make
16 unannounced site visits to all shelters a minimum of 4 times per year, per site. The scope of
17 the site visits shall be limited to gathering information relevant to: 1) health and safety
18 conditions in shelters, 2) the adequacy of policies and procedures governing each facility, and
19 3) the treatment and personal experience of shelter residents in the shelters. Committee
20 members shall conduct site visits in the least invasive manner possible and shall respect the
21 privacy rights of shelter clients. In addition, teams shall make two announced site visits per
22 year for the purpose of giving shelter residents the opportunity to discuss shelter conditions
23 with the members of the Committee. All site visits shall occur during shelter operating hours
24 only. After consulting shelter staff, the Committee shall post Committee contact information
25 and information regarding announced visits at each shelter. Each team shall prepare a report

1 for the full Committee on their findings and recommendations as described below under
2 subsection (b), "Reports."

3 (b) **Reports.** The Committee shall prepare and submit quarterly reports that shall
4 include but not be limited to information on the following: safety in the shelter, cleanliness in
5 the shelter, disability access to and within the shelter, family life in the shelter, a review of
6 policies and procedures in place at the shelter, and any information received regarding the
7 treatment and personal experiences of shelter residents. In order to enable the Committee to
8 prepare reports required under this subsection, City departments that contract for services at a shelter
9 that is under review must respond in a timely manner to any reasonable request for information
10 submitted by the Committee relative to the shelter or the contract. The reports shall also include
11 recommended action steps for the shelter and for the City department that contracts for
12 services at the shelter. ~~The reports~~ City departments and the reports referenced in this subsection
13 shall not identify shelter residents or disclose any confidential information concerning shelter
14 residents consistent with state and federal law. The Committee may issue emergency reports
15 at any time it deems necessary. The reports shall be provided to: 1) the Mayor, 2) the Board
16 of Supervisors, 3) the Local Homeless Coordinating Board, 4) the appropriate city department
17 responsible to take action, 5) the city department that contracts for services at the shelter, 6)
18 the shelter under review, and 7) the public. These reports shall be public documents. Any
19 city department identified in the report as responsible to take action recommended in the
20 report shall, within 30 days of issuance of the report, provide to the Board of Supervisors a
21 departmental report setting forth how the department intends to respond to the Committee's
22 recommendations.

23 (c) **Training.** All members of the Committee shall receive training in confidentiality
24 laws regarding the provision of services to homeless people, as applicable, and will agree in
25 writing to comply with any and all confidentiality requirements. All members of the Committee

1 shall receive sensitivity training related to cultural differences, gender issues and the
2 Americans With Disabilities Act. Committee members shall receive other training deemed
3 necessary by the Committee to carry out its functions.

4 (d) **Retaliation Prohibition.** Shelter staff and shelter clients shall not be retaliated
5 against for participating in any activity involving the Committee. This section is not intended to
6 create a private right of action against the City and County of San Francisco.

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8 APPROVED AS TO FORM:
9 DENNIS J. HERRERA, City Attorney

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11 By: _____
12 JENNIFER WILLIAMS
13 Deputy City Attorney

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