



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Shelter Monitoring Committee & Shelter Standards of Care

Rules Committee | November 18, 2024



# Ordinance Overview

• **Ordinance:** Amend Administrative Code Article VII Chapter 20.

• **Proposed Amendments:**

- Allows the SMC to **focus their efforts** on investigating shelters that are out-of-compliance, or sites that receive more complaints during the year;
- Clarifies **complaint and investigation procedure**;
- Updates **programmatic terms** and reflects **transition of the SMC** from DPH to HSH, including SMC appointments by the Homelessness Oversight Commission under [Ordinance No. 035-23](#);
- **Expands criteria for Seat 1** to increase pool of eligible candidates; and
- Establishes **new minimum standards** for City funded shelters as proposed by the SMC, such as requiring shelters to provide shower stalls with working hot and cold water controls.

# Shelter Monitoring Committee (SMC)

## • The Shelter Monitoring Committee (SMC):

- **Inspects** city-funded shelters through annual unannounced and announced site visits;
- **Investigates** Standard of Care related complaints; and
- **Submits reports** to the Commission, Mayor's Office and Board of Supervisors.

## • The SMC has **12 members**, with **1 vacant seat** as of November 2024.

- Members are appointed by the Homelessness Oversight commission.

## • The SMC meets on the **3rd Wednesday** of each month in **Room 408 at City Hall**.



*Shelter Monitoring Committee | March 2024*

For more information, please visit: <https://www.sf.gov/departments/shelter-monitoring-committee>



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# Questions?

# Appendix: SMC Proposed Amendments

## Section 20.304: Powers and Duties – (a) Site Visits

- Allows the Committee to focus their efforts on investigating shelters that are out of compliance, or sites that receive more complaints during the year by:
  - Reducing the minimum number of annual unannounced site visits from 4 to 2;
  - Reducing the number of annual announced site visits from 2 to 1; and
  - Requiring that shelters that have more than one complaint and/or three out of compliance findings in the previous fiscal year will be visited at least 6 times in the subsequent year (4 unannounced visits and 2 announced visits).

## Section 20.305: Membership and Organization

- Expand Seat 1 criteria to include direct service providers to homeless families in addition to someone currently or formerly experiencing homelessness.

## Section 20.404: Contract Requirements

- Provide shower stalls with working hot and cold water controls;
- Allow 36 inches of passing space for any side of a sleeping unit that is not up against a wall or partition; and
- Post signage regarding the availability of translation services.