



Shelter Monitoring Committee

San Francisco Board of Supervisors - Rules Committee

Dara Papo, LCSW

Director of Whole Person Integrated Care

Department of Public Health

April 5, 2021

Overview of the Shelter Monitoring Committee



- The Shelter Monitoring Committee (SMC) sunset December 31, 2020 and we are seeking Board approval to reconstitute the SMC and extend through July 1, 2022.
 - Legislation was developed in collaboration with committee members who are in full support.

Overview of the Shelter Monitoring Committee:

- SMC established in 2004 by the Board of Supervisors to provide government agencies and the general public with comprehensive information about City-funded shelters and resource centers.
- SMC monitors whether shelter programs are in compliance with 32 Standards of Care through announced and unannounced site visits and the investigation of shelter guest complaints.
- SMC recommends training, health and other safety protocols that guarantees all clients accessing shelter services are treated equally, and with dignity, and respect.
- Examples of Standards of Care include
 - Facilities must be clean, maintained and stocked with hygiene supplies
 - Provide clients with sheets, blankets, pillows and a pillowcase
 - Communicate with clients in their primary language or have access to professional translation services
 - Require all staff to wear ID badges
 - Sites must comply with ADA and provide clients with information on shelter rules and services



Shelter Monitoring Committee - Extension

- During COVID, SMC has been dormant; the two DPH committee staff have been deployed to the COVID response and site visits were on-hold. One staff remains deployed.
- The extension is requested to allow for the reappointment of members, reactivation of the Committee, and to fill open seats.

Type of Seat	Filled (through 12/20)	Open
Board of Supervisors	3	3
Mayor's Office	2	1
Local Homeless Coordinating Board	2	2

- Once reactivated, focus groups will be held with shelter guests, shelter providers, city, and community partners to explore the scope of the Committee (e.g. Navigation Centers are not currently included) and potential updates to the Standards of Care.
- Final recommendations will be included in future SMC legislation, coming back to the BOS by July 2022.