



City and County of San Francisco

Shelter Monitoring Committee

Shelter Monitoring Committee- Version 12 Policies and Procedures

Purpose & Duties of the Shelter Monitoring Committee

The Shelter Monitoring Committee was added to the San Francisco Administrative Codes, Article 20 through Article XII. The purpose of the Committee is to provide the Mayor, the Board of Supervisors, the Local Homeless Coordinating Board, the public, and any other appropriate agency with accurate, comprehensive information about the conditions in and operations of shelters covered by Article XII, Section 20.303. Amendments to the original legislation were made in July 2007, with Ordinance 150.07, in April 2009 with the Standards of Care legislation, and in July 2010 with amendments to the Shelter Monitoring Committee.

The policies and procedures outlined in this document were developed to assist the Committee in fulfilling its purpose and duties.

Reporting

Site Inspection Reports: The Committee will use uniform site inspection reports for both announced and unannounced site visits. It shall be the responsibility of the team captain to coordinate announced site visits and distribute flyers at least one week (7 days) before said visit by e-mailing the site supervisor, site manager, and/or director with flyers in English and Spanish. Committee Members will conduct site visits in teams of two or more. If only one Committee member is available to conduct a site visit, the staff person may accompany the Committee member. The Committee is mandated to conduct four visits annually at each shelter and drop-in/resource center site.

Committee Members will submit completed site inspection forms to the team captain at the end of each visit. The team captain will draft the site inspection report and submit it to the site and to staff via e-mail within five days. Before leaving the site, the team captain shall speak to the supervisor on duty and inform her/him of any Standard of Care violation. The team captain will also alert Committee staff of those violations, so that a Standard of Care complaint can be issued to the site. Once the site responds to the Standard of Care complaint, Committee staff will submit the response to the team who conducted the site. If the team agrees with the response, there will be no further action. If the team does not agree with the response, a Standard of Care investigation will be conducted with results forwarded to the Department of Public Health, the site, and the team.

Committee staff will track the number, type, and site location of Standard of Care complaints and report back to the Committee on a quarterly basis in the Quarterly Reports.

When conducting site inspections, the Shelter Monitoring Committee must use the approved Standard of Care methodology.

Site Visits: Committee Members who work at a resource center or shelter shall not conduct site visits at that site or any other site that is part of that agency. If they are former employees of a site, they must wait at least six months before conducting a site visit. Committee Members who currently reside at a shelter shall not conduct site visits at that site or any other site that is part of that agency and must alert Committee Officers and staff if they are staying at any shelter in the City & County of San Francisco shelter system. Committee Members who used to reside at a shelter must wait at least six months before conducting a site visit at that site or any other site that is part of that agency.

Committee Members from the Human Service Agency and the Department of Public Health shall not conduct site visits at a site where their respective agency holds a contract with said site or agency.

Each quarter Committee staff will circulate the site visit list for each team with suggested times and dates of visits. Committee Members must coordinate with their team captain regarding the time and location of site visits. Members must arrive on time for both announced and unannounced site visits. A minimum of one Committee member and Committee staff or two Committee members must be present to conduct a site visit. The members and/or staff must remain on the site until the inspection is complete. Committee Members should allow a minimum of one hour per site visit.

If a client asks to file a Standard of Care complaint during the inspection process, the site inspection team should refer the client to the walk-in hours, hot-line, and e-mail option. If the client requests to make the Standard of Care complaint at that time and is unable to access the complaint process as listed above, the Committee Member should take the complaint requesting specific information like the date of the incident(s); the time of the incident(s); description of staff; and the Committee Member should submit that complaint in a written form the next business day to the Committee staff. If possible, Committee Members need to get contact information from a client attempting to lodge a complaint. Additionally, the Committee person must inform the client that s/he should contact the Committee through the walk-in hours, e-mail, or hot-line seven days after filing the complaint to learn the status of the complaint. The Committee can only take Standard of Care complaints for incidents that have happened within the last 90 days. Once a site issues a response and the client has had an opportunity to review the response, s/he will have ~~30 days~~ up to 45 days after the site submits the response to decide if s/he agrees with the response or is requesting a further investigation.

If a Committee Member is late or a no-show for more than two site visits in a reporting quarter, the team captain shall speak to the said Member and notify the Chair. If a Committee Member is late or a no-show an additional time, the Committee Chair¹ or another Officer will write a letter of concern to said Member. In addition,

¹ If the Committee Member who is late or a no-show for more than two site visits in a reporting quarter is the Chair, the Vice Chair and Secretary, collectively can write a letter of warning. For all incidents in the Policies and

the Committee Officers may submit the letter to the appointing body, e.g. the Mayor's Office, the Board of Supervisors, or the Local Homeless Coordinating Board, noting the Member's attendance issue.

When conducting site visits, Committee Members may photograph facility issues, but cannot photograph clients and staff. Committee Members cannot remove food, clothing, supplies, or any other item intended for use by staff or clients from a shelter.

Standard of Care Complaint Process

The Committee shall receive and issue Standard of Care Complaints from two veins, client generated and site visit generated. Clients can complain directly to the Committee regarding problems, concerns, and complaints they have encountered or experienced at the shelter system. The Committee can only take Standard of Care complaints for incidents that have happened within the last 90 days. Once a site issues a response and the client has had an opportunity to review the response, s/he will have up to 45 days after the initial response is submitted to the Committee to decide if s/he agrees with the response or is requesting a further investigation.

Committee staff will review the SOC process with clients and staff, including providing a written document that explains the following:

- Site must respond to Standard of Care complaints submitted to the site by the Committee within 5 days
- Extensions may be issued based on the need for additional information for up to 5 more days
- Clients who are not satisfied with the response have 45 days to request an investigation by the Committee
- The Committee will conduct an investigation based on the alleged violations and submit a report to the site and the Department of Public Health
- If a site does not receive an investigation report within 60 days of its initial response to the Standard of Complaint, it can consider the complaint closed
- If the site does not respond within the time allotted to a Standard of Care complaint, the Committee may initiate an investigation without the site response
- Committee staff will provide clients with a written explanation of the Standard of Care process

Quarterly Reports: The staff will draft quarterly reports and, upon approval from the Committee, submit to the Mayor's Office, the Board of Supervisors, the Local Homeless Coordinating Board, the City department that contracts for services at the shelter or drop-in center/resource center, the shelter or drop-in center/resource center

Procedures which allow for the Chair to issue a warning or submit a letter to an appointing body to a Committee Member who is not complying with the Policies and Procedures and the said Committee Members is the Chair herself or himself, the Vice Chair and Secretary can decide collectively to issue a warning and if needed, a letter can be sent to the appointing body outlining their concerns on the Chair's inability to adhere to the Policies and Procedures. If the Chair does not follow the outlined Policies and Procedures for another Committee Member who violates said policies and procedures then the Vice Chair and Secretary, collectively can do so as well as submit a letter of warning to the Chair for not fulfilling her or his duties.

under review, and the public. The quarterly reports will include policy recommendations for system improvements.

Emergency Reports: Upon direction of the Committee Chair or an Officer, an emergency meeting of the Shelter Monitoring Committee can be called to address an emergency at a shelter or drop-in/resource center. An emergency report will be issued and circulated as directed in Section 20.304.

Annual Reports: The staff will draft annual reports and, upon approval from the Committee, shall submit an annual report to the Mayor's Office and the Board of Supervisors by December 31 of each year.

Agendas, Minutes, & Memorandum: The staff² will be responsible for drafting agendas for Committee meetings and Subcommittee meetings. The Committee Chair or an Officer must approve agendas for Committee meetings. Agendas must be posted 72 hours before Committee meetings on the Committee's web site and at the San Francisco Main Library and every attempt should be made to circulate the agenda to shelter and drop-in/resource centers sites. All Committee generated explanatory documents shall be posted on the Committee's web site 72 hours before Committee meetings. If the meeting will take place at a location other than City Hall an agenda must be posted 15 days before the meeting. Draft minutes will be reviewed and approved by the full Committee at the following meeting, when the document is available. After the minutes are approved, they must be posted within 48 hours. The staff will be responsible for drafting any other memorandum requested by the Committee.

Staff Reports: The staff will provide the Committee Chair or another Officer a written report on a policy area as determined or requested by the Committee. For example, if the Committee requests a report on the number of homeless in San Francisco, the staff must research and develop a report and provide it to the Chair or another Officer in a timely fashion. The staff person will keep a log of Standard of Care complaints.

Confidentiality

Committee members and staff must keep the names of clients confidential at all times and in all reports. Committee members and staff must adhere to the components outlined in Article III-Section 3 of the Committee's Bylaws. Committee members and staff must attend annual confidentiality training. It is the responsibility of the staff to coordinate annual confidentiality training. If a Committee member misses the training, she or he must work with the staff person and/or the City Attorney's Office to make up that training at another time.

² If the staff person is out on leave, the Chair will appoint the Secretary or another Committee member to work on Reports, as outlined in this section.

Data Collection

Log: The staff³ will maintain a log of Standard of Care complaints. The names of the clients and shelter staff will be redacted before any part or piece of the Log is released. The staff will provide monthly reports to the Committee.

Walk-ins: The staff⁴ will advertise within the shelters, drop-in/resource centers, and with advocacy organizations regarding the walk-in hours and the work of the Committee. The staff person will be available between the hours of 9:00 AM and 12:00 Noon, Monday, Tuesday, Thursday, Friday, and other times and dates deemed necessary by the Committee. The walk-in hours will provide an additional venue for clients and staff to lodge comment, complaints, concerns, and suggestions for improvement at shelter and drop-in/resource center sites. The staff will provide flyers about the walk-in policy to each shelter and drop-in/resource site and encourage shelter staff to post the information. When staff is not available for walk-in hours, signage post be posted at 1380 Howard to alert clients and complaint forms should be made available to the client, by Department of Public Health Staff at the Navigator desk at 1380 Howard and at the front desk for BHAC.

Community Meetings: The staff will attend a minimum of 6 community meetings held at shelter and drop-in/resource center annually. The staff will be responsible of informing clients and staff at each location of the existence of the Committee, its purpose, its responsibilities, and the process in which anonymous complaints, concerns, and suggestions for improvement can be lodged.

Data: The data collected by the Committee will be analyzed and make up a section of reports. The staff shall maintain a matrix(es) which includes, but is not limited to, a list of shelter and drop-in/resource center sites, directions to the sites, a list of which sites have been inspected, and a list of shelter directors.

City Agencies

Local Homeless Coordinating Board: The staff⁵ or the Committee Chair or another Officer will attend monthly meetings of the full Local Homeless Coordinating Board (LHCB), or any subcommittees of LHCB as requested by the Committee, and provide the LHCB with reports from the Committee as directed by the Committee or as requested by the LHCB. The staff will be responsible for working with LHCB to produce a draft annual report and submit the draft to the full Committee for its approval. The staff will be responsible for identifying parallel policy areas within the LHCB and the Committee to be addressed within the reports covered in the Reports section of this document. The staff must provide a calendar of LHCB meetings and its agendas to the full Committee as that information as becomes available. As an appointing body to the Committee, the staff must work with the staff of LHCB to

³ If the staff person is out on leave, the Chair will appoint the Secretary or another Committee person to track information for the Log.

⁴ If the staff person is out on leave, signage will be placed in conspicuous areas at 1380 Howard Street and at shelters informing clients and staff that walk-in hours have been canceled and will indicate the time which walk-in hours will resume.

⁵ If the staff person is out on leave, the Chair will appoint the Secretary or another Committee person to attend required meetings as decided by the Committee or as outlined in this section.

make her or him aware of any vacancies on the Committee and work to ensure a timely seating of new members.

Ten Year Planning Council: The Committee Chair or another Officer or staff will attend quarterly meetings of the Ten Year Planning Council, or subcommittees of the Ten Year Planning Council as requested by the Committee, and provide the Ten Year Planning Council with reports from the Committee as directed by the Committee. The staff will be responsible for identifying paralleled policy areas within the Ten Year Planning Council and the Committee to be addressed within the reports covered in the Reports section of this document.

Rules Committee: The Committee Chair or an Officer or staff will attend Rule Committee meetings where Committee business appears on the agenda or as directed by the Committee. As an appointing body to the Committee, the staff must work with the Clerk of the Rules Committee to make her or him aware of any vacancies on the Committee and work to ensure a timely seating of new members.

Department of Public Health: The staff will work with the appropriate staff within the Department of Public Health (DPH) to ensure that the Committee is in receipt of grant agreements, quarterly reports, and any other materials deemed necessary by the Committee.

Human Services Agency: The staff will work with the appropriate staff within the Human Services Agency to ensure that the Committee is in receipt of grant agreements, quarterly reports, and any other materials deemed necessary by the Committee.

Logistics

The staff is responsible for locating venues to hold monthly, emergency, subcommittee, and retreat meetings. The staff is responsible for circulating materials in a timely fashion to Committee members through the venue determined by the individual Committee member. Materials for scheduled Committee meetings must be circulated 72 hours before the meeting.

Training

The staff is responsible for developing a training calendar for the Committee. The trainings must meet the requirements as outlined in Section 20.304 of the legislation, confidentiality, Americans with Disability Act (ADA) sensitivity, sexual harassment prevention training, and Sunshine training annually. The staff will work with appropriate staff at the Department of Public Health and the Human Service Agency to identify City sponsored training opportunities for the Committee. In addition, the staff is responsible for identifying free and low-cost trainings for shelter staff and clients as well. The staff will solicit presenters as determined by the Committee, who will make informational presentations in the areas and issues regarding but not limited to Roberts Rules of Orders, cultural sensitivity, LGBTQQ issues, transgender issues, economics, poverty, homeless advocacy in the Bay Area, elder issues, disabled issues, human trafficking issues, human rights policies, violence against women, violence prevention, and racism.

A Committee Member must notify the Committee staff through e-mail when they attend a training, like those described above, so that information can be categorized and reported in the annual report.

Shelters and Drop-in/Resource Centers

The staff will schedule all appointments between the Committee and shelter staff. The staff is responsible for making every effort to advertise the work of the Committee at site locations by posting agenda, flyers on the Committee, and other memorandum as directed by the Committee. The staff must make every attempt to visit each shelter and drop-in/resource center within six months of hire.

The staff should notify the shelter and/or drop-in/resource center when the Committee receives an unverifiable complaint regarding that shelter or as directed by the Committee. If the staff does contact a shelter/drop-in center about a complaint, the staff person shall provide a written update to the Committee about the incident, while keeping the complainant and the identity of other residents/clients confidential.

Out on Leave

The staff must alert the Chair *or another Officer* when she or he will be out on leave.

Excused Absence

If a Committee member is unable to attend a scheduled meeting or a site visit, the Committee member must notify the Chair or another Officer before the meeting or site visit. The Chair or another Officer will determine if the absence is unexcused or excused and notify the Committee staff of the absence.

Communication Protocols

The Committee and staff will conduct themselves in a professional manner and be respectful to each other, shelter staff, and members of the public. Committee members should arrive at meetings and site visits on time and prepared. If a Committee member has questions about materials that will be discussed at a meeting or a site visit, the Committee member should contact the Committee Officers or staff. The Committee is made up of a diverse membership and individuals may have differing views. The Committee respects each individual's view whether there is a consensus of agreement or not. Committee members and staff should listen actively and respect others when they are talking. Committee members and staff should attempt to be conscious of body language and nonverbal remarks. The Committee may decide to have ground rules developed and read before Committee business takes place. The Committee must follow other City policies meeting protocols. The staff person is responsible for making the Committee aware of such protocols.

All Committee Members will receive City & County of San Francisco issued identification. This identification should only be worn when conducting site visits or attending the monthly meetings of the Shelter Monitoring Committee.

If a Committee Member does not conduct them self in a professional manner as outlined, the Committee Chair or her/his designee will issue a written warning. If the behavior is not modified, the Committee Chair or the Vice Chair and Secretary will submit a letter to the appointing agency outlining the conduct concerns.

If a Committee Member has questions about the protocols or policies and procedures, they should contact the staff or one of the Committee officers.

If a Committee Member is more than ten minutes late for more than two Committee Meetings in a quarter and has not notified the Committee Chair or another Officer or staff before the meeting, the Committee Chair and the Chair of her or his designee will write a letter of concern to said Member. In addition, the Committee may decide to submit a letter to the appointing body, e.g. the Mayor's Office, the Board of Supervisors, or the Local Homeless Coordinating Board, noting the Member's attendance issue.

Committee Members shall not send correspondence including e-mails to all Committee Members. E-mail exchanges can easily lead to a substantive discussion among a quorum of a policy body. Comments and suggestions should be sent to the Committee Officers for their consideration and courtesy copy to Committee staff.

Upon request of the Committee Officers, a Committee Member must turn in his or her City & County of San Francisco issued identification badge. The Committee Member must return the identification badge when they leave or are removed from their seat.

Meeting Participation

A Committee Member may not vote on a matter where the Member's vote would violate a conflict of interest law. The Committee Member must announce at the beginning of the agenda item why they will not be participating in the vote so that the conflict can be noted in the public record. In addition, a Committee Member may be excused for any reason from voting on a matter by announcing at the beginning of the agenda item why they would like to be excused from voting. The Chair or another Officer would ask if there was a motion to excuse the member from voting and if there was a motion, would ask the full Committee if there was a second. The motion must be adopted by the majority of members present, as long as the vote count constitutes a quorum of the Committee.

If a Committee Member attends a public meeting, other than a Shelter Monitoring Committee meeting, she or he should notify the Committee Chair of the planned attendance, specifically when appearing at the meeting as Committee Member, e.g. signing in and listing her or his membership with the Committee. When speaking at a public forum or at a government meeting after identifying oneself as a Committee Member, the Committee Member should make a statement indicating that her/his comments are individual comments and not reflective of the Committee as a whole.