



Shelter Monitoring Committee

**Quarterly Report to Board of Supervisors and the Mayor's Office
November 5, 2008**

Executive Summary

Shelter Site Visits

The Shelter Monitoring Committee ["Committee"] conducted 14 site visits in the last quarter from July 1 to September 30, 2008. The Committee noted complaints regarding meals, the lack of identification badges on staff, and sites which provided services and resources beyond those outlined within the Standard of Care legislation.

Policy and Legislative Reports of the Shelter Monitoring Committee

Access

As part of the Shelter Enrichment Report submitted to Mayor Newsom and the Board of Supervisors in May, the Committee stated it would conduct turn-away reports at resource center and CHANGES locations to gauge how many clients were able to access shelter beds. Committee staff conducted two turn away counts during this time period, one in July and the other in September. These two day counts showed that less than 5% of clients attempting to get a shelter reservation were provided one for 7-days, a requirement of the Standards of Care and 27% of the people seeking shelter were able to get any type of reservation.

Information Requests

The Committee submitted 5 requests for information to the Mayor's Office, Human Services Agency and the Department of Public Health. These requests focused on the closure of Ella Hill Hutch Resource Center, and additional resources for clients, specifically women; the work of the City & County of San Francisco to improve access to the shelter system based on the recommendations out of the Shelter Enrichment report; and how sites have implemented and operationalized the Standards of Care. The information provided by the City departments and the Mayor's Office allows the Committee to respond to client's request with accurate information.

Standards of Care

The Shelter Monitoring Committee received 64 complaints between July 1 and September 30, 2008. The majority of complaints were filed against Multi Service Center South, 43%. Over 70% of the Standard of Care complaints were regarding the treatment of staff.

Membership

All seats on the Committee will expire on November 23, 2008. The Mayor's office appoints 3 of the seats; the Local Homeless Coordinating Board appoints 4 of the seats; and the Board of Supervisors appoints 6 of the seats.

Recommendations

The Committee concludes its report with recommendations regarding vacancies, tracking systems, and transportation.

**Shelter Monitoring Committee Quarterly Report
June 4, 2008**

Mission Statement of the Shelter Monitoring Committee

The Shelter Monitoring Committee is an independent vehicle charged with documenting the conditions of shelters and resource centers to improve the health, safety, and treatment of residents, clients, staff, and the homeless community. The Committee's mission is to undertake this work recognizing individual human rights and promoting a universal standard of care for shelters and resource centers in the City and County of San Francisco.

Site Inspections

The inspection teams conducted 14 visits from July 1 to September 30, 2008.

Inspection teams use a Standard of Care checklist and each site to measure what components of the Standards of Care the site is in compliance with. One site, the Mission Neighborhood Resource Center provides all the services and resources required within the Standards of Care as well as much more, including holistic services such as acupuncture. Other sites

Shelter and Resource Centers	Number of Visits
A Woman's Place	2
Compass Family Center	1
Mission Neighborhood Resource Center	2
Multi Service Center South	1
Next Door	2
Providence	2
Saint Joseph's Family Shelter	1
Sanctuary	2
Santa Maria/Santa Marta	1
Total Number of Visits	14

are still working to fully implement the Standards of Care. A July visit to A Woman's Place found several staff without identification badges; an August visit to Next Door found several staff without identification badges or had their badges turned around so that their name was not visible. As the majority of complaints are against staff, it is important that sites work with their staff to ensure all staff are wearing badges so that clients can clearly identify the staff by name when filing a complaint. A September visit to Multi Service Center South found complaints regarding the food; one client stated that he became ill 2 to 3 times a week due to the food and August visit to Sanctuary showed client requests for bigger portions and more variety. A July visit to Providence found several Standard of Care violations, including no access to a free phone for local calls, no sheets, no storage offered, and no posted emergency plan or exit.

The following sites were not visited during this quarter: 150 Otis Drop In Center and Shelter, Bay View Resource Center, Hamilton Family Shelter, Hospitality House, Lark Inn, Santa Ana, and Tenderloin Health.

For a full list of site visits, please go to Appendix 1.

Shelter System

Tenderloin Health's hours have been cut due to the budget and there has been an impact on the other service providers within the Tenderloin.

Glide Walk In Center has reported the following:

The new Tenderloin Health schedule took effect October 18. Before that date, there were typically around 10 shelter clients waiting for reservations at 7:00 AM; since the change there have been 25-30 waiting in line. Although there are a limited number of beds available, the following data show the increase before and after the change 10/18/08 in 7-day increments (not including turn-aways which have increased approximately five-fold.

CHANGES	10/11-10/17	10/18-10/24	<i>change</i>
reservations			
Unique Clients Served	87	120	+38%
Reservations Made	105	143	+36%

CHANGES shelter reservations are housed in the Walk-In Center. The array of services offered in the Walk-In Center is designed to assist clients in attaining increasingly greater stability in their lives. Even if shelter clients cannot receive a bed reservation, they access other services. The following data depict the increase in Walk-In Center services before and after the schedule change, excluding shelter reservations, for Monday through Friday work weeks when all Walk-In Center services are offered.

Walk-In Center services	10/13 - 10/17	10/20 - 10/24	<i>change</i>
Unduplicated Clients	128	193	+34%
Units of Service	161	266	+39%
Intakes	27	53	+96%

The increases have stretched staff to capacity. We are in the process of analyzing the fiscal impact of increased need in operating expenses to support the services offered in the Walk-In Center.

Tenderloin Health has provided the Committee the following information:

- Clients seem to be confused [on where to seek services] despite how much redirecting happens; information sheets are passed out daily
- Clients “bounce” all day from resource center to resource center
- 45 seats are available in the morning at Tenderloin Health, but are not used due to the cuts. Glide holds 6 seats. Hospitality House Self Help Center is full at 30
- Much more tension is reported by clients between the police and clients waiting or sitting near Tenderloin Health
- Clients have reported encampment tickets and harassment
- The Department of Public Works comes by daily to spray the sidewalk, a new phenomenon since the cut
- Increased agitation from clients because of the resource center “hopping”
- Tenderloin Health has three bathrooms available for clients in the morning and access to a shower facility
- Hygiene kits, information and referrals, food, bathrooms, shower, clothing vouchers, phone, tokens all lost with morning closure.

Central City Hospitality House's Self Help Center (SHC) provided the Committee with the following information:

Hospitality House's programs and the community we serve have been tremendously impacted by the closure of Tenderloin Health's drop-in center during the morning hours. SHC sees an impact to the community in two categories:

Capacity-SHC has been especially crowded since the closure of Tenderloin Health in the morning hours. SHC does not have enough seats in the center, there is too much traffic in the restrooms, and staff report the need for more coverage to address the overwhelming need.

In comparing SHC data from the week of 9/29-10/3 with data from the week of 11/3-11/7, SHC found that the number of unduplicated people we saw the week of 11/3-11/7 had increased by 44%, and the number of duplicated visits had increased by 41%. Because SHC were already at capacity in the mornings before the influx of people, the fact that there are additional people now is creating an untenable and unsafe situation. People are tripping over each other just to have a place to be, and this creates instability, frustration, and tension in the center.

There are also lines for shelter reservations at 11:00 AM, which SHC has never experienced before. Unfortunately, there is little or no capacity in the system for SHC to accommodate those folks. Turnaways for shelter have increased from 20% (of those asking for shelter) several months ago to 60% currently.

Quality of Services-The closure of Tenderloin Health in the mornings has also impacted the quality of services that folks are able to receive. Programs that are already full (like the Self-Help Center) are attempting to address the needs of more people, but the staff-to-community member ratio is extremely low. The more staff have to manage people's behavior, the less they can work with folks individually on their health needs, housing searches, etc. The community of people who have been displaced from Tenderloin Health in the morning are not getting their needs met.

Policy and Legislative Reports of the Shelter Monitoring Committee

Access

As part of the Shelter Enrichment Report submitted to Mayor Newsom and the Board of Supervisors in May 2008, the Committee stated it would conduct turn-away reports at resource center and CHANGES locations to gauge how many clients were able to access shelter beds. Committee staff conducted two turn away counts during this time period, one in July and the other in September.

In July 2008, the staff, Bernice Casey, observed the reservations provided at Tenderloin Health. There were two types of data collected, the number of clients who signed up for shelter reservations and the number of clients "turned away."

Sign In Sheets

Sheet	# of Clients Who Signed Up for a Sleeping Unit	# of Clients Who Received a Reservation	# of 7-day Reservations
Senior/Disabled	45	26	4 (4 of 26)
Women	13	4	4 (4 of 4)
General	16	4	4 (4 of 4)
Total	74	34	12

- Tenderloin Health has clients sign up for a reservation. There are three sign-in sheets: Senior/Disabled, Women, and General.
- Clients sign up for a bed in the morning before the CHANGES system begins taking reservations and throughout the day.
- The client states where they would like a reservation and it is noted on the sign in sheet.

Turn Aways

Client Classification	Requested Reservation	Received Reservation
Male	50	1
Female	23	0
Male-Disabled	5	0
Female-Disabled	4	0
Male-Senior	8	0
Female-Senior	0	0
Totals	90	1

- Ms. Casey was at the front desk at Tenderloin Health during operation hours and noted each time someone approached the desk and asked for a reservation.
- Tenderloin Health's hours of operation are from 7:00 to 11:30 AM and from 5:00 to 11:30 PM, Monday-Friday.
- When Ms. Casey arrived at 6:45 AM, there were 23 clients queued outside Tenderloin Health awaiting reservations, and when she left at 11:30 PM, there were 7 clients lying outside-one of those 7 was in the queue of 23 in the morning.

In September, Ms. Casey conducted a turn away count at the 150 Otis CHANGES Reservation Desk. Again, there were two types of data collected, the number of clients who signed up for shelter reservations and the number of clients "turned away."

Sign In Sheets

Sheet	# of Clients Who Signed Up for a Sleeping Unit	# of Clients Who Received a Reservation	# of 7-day Reservations
Senior (60+)	4	3	0
Women	4	1	0
General	72	30	0
Total	80	34	0

- 150 Otis CHANGES (operated by Providence Foundation) has clients obtain a number before they sign up for their reservation. Clients can obtain a number at approximately

3:00 PM for the 150 Otis Drop In Center (operated by St. Vincent de Paul). Clients queue up at 7:00 PM, when the CHANGES station opens, and sign the sign in sheet, based on the number they obtained earlier in the day. As 150 Otis Drop In Center serves men only, women arrive in at 7:00 PM and can sign in without a number.

- The client states where they would like a reservation and it is noted on the sign in sheet.

Turn Aways

Client Classification	Requested Reservation	Received Reservation
Male	7	0
Female	3	0
Totals	10	0

- Ms. Casey was at the CHANGES desk during operation hours and noted each time someone approached the desk and asked for a reservation and did not sign the sign in sheet.
- When Ms. Casey arrived at 6:30 PM, there were 9 clients queued outside; one woman, one man in a wheelchair, and seven men. When she left at midnight, there were two clients outside, who indicated they had a chair inside at the drop in center.

Access and Standards of Care

Standard 13 requires that shelter facilities available for clients to obtain 8 hours of sleep and Standard 29 requires that to the extent not inconsistent with Proposition N, that all shelter reservations be for a minimum of 7 days. 50% of the reservations made at 150 Otis on September 16, 2008, were made after 10:00 PM. Clients had to travel to each location and based on the lights on policy at shelters would not have received 8 hours sleep. None of the reservations provided were for 7 days. Indeed of the 254 who sought shelter on July 29 and September 16, 2008, only 12 were provided a 7-day reservation, less than 5%.

For a copy of all Access memos, please refer to Appendix 2.

Information Requests

The Committee submitted 5 requests for information to the Mayor's Office, Human Services Agency and the Department of Public Health. These requests focused on the closure of Ella Hill Hutch Resource Center, and additional resources for clients, specifically women; the work of the City & County of San Francisco to improve access to the shelter system based on the recommendations out of the Shelter Enrichment report; and how sites have implemented and operationalized the Standards of Care. The information provided by the City departments and the Mayor's Office allows the Committee to respond to client's request with accurate information.

To review the Information Requests and the responses, please refer to Appendix 3.

Standards of Care

The Shelter Monitoring Committee received 64 complaints between July 1 and September 30, 2008. The majority of complaints were filed against Multi Service Center South, 43%. Over 70% of the Standard of Care complaints were regarding the treatment of staff.

Complaints

Site	Number of Complaints
150 Otis Drop In Center & Shelter	3
150 Otis CHANGES Reservation	2
A Woman's Place	5
MSC South	28
Next Door	15
Sanctuary	7
Providence	4

Complaint Type	Number of Complaints
Standard 1-Treat all clients equally with respect & dignity	32
Standard 2-Provide shelter services in an environment that is safe and free of physical violence	14
Standard 3- Provide soap, paper towels...clean the shelter on a daily basis	7
Standard 8- Provide shelter services in compliance with the Americans with Disabilities Act (ADA)	9
Standard 12- Provide shelter clients with one clean blanket..sheets..pillows	5

Investigations

The majority of complaints have not been responded to by the site and as such, the Committee is now investigating all client complaints that come before the Committee and are not responded to by the site.

Training

The Standard of Care training curriculum for the Americans with Disabilities Act has been finalized with the Mayor's Office on Disability. There are three trainings that will be provided to the shelter staff overlapping this fiscal quarter and the next quarter.

For a complete list of the Standards of Care, please refer to Appendix 4.

Membership

All seats on the Committee will expire on November 23, 2008. The Mayor's office appoints 3 of the seats; the Local Homeless Coordinating Board appoints 4 of the seats; and the Board of Supervisors appoints 6 of the seats.

Recommendations

- City needs to take immediate action towards reducing vacancies in the system. The numbers listed in the CHANGES reservation system do not accurately reflect what is happening in the system. Clients are being denied shelter when the system is listing multiple vacancies in the system. Please refer to Appendix 5 to view the Human Services

Agency's October vacancy report as an example. Clients are still experiencing very long wait lines both for shelter & for food.

- Transportation to & from shelter sites must be guaranteed to clients through either MUNI tokens or the MAP van
- The Committee supports the Local Homeless Coordinating Board's letter asking that no emergency homeless services be part of any mid-year cuts, especially given that Ella Hill Hutch and Buster's Place have closed as well as Tenderloin Health's hours were reduced.

Appendix 1

Site Inspection Form

Site: A Woman's Place

Date: July 24, 2008

Committee Members conducting the site visit: Quintin Mecke & Bernice Casey

Committee Members, please determine if the site has the following service/information provided and place a check mark if you determine that it is provided. Call Bernice 255.3653/570.1984 if you have questions.

You can elaborate or provide more detail about each area at the end of this form.

*** Bernice filled in at the last minute for the visit due to scheduling conflicts with other members. Brief visit was done but decided to reschedule after it became clear that site was not aware that this was an announced visit,**

Site Inspection Form

Site: A Woman's Place	Location: Russ Street at 7th Street	Date & Time: July 24, 2008 at 5 pm
Inspector(s): Q. Mecke & Bernice Casey	Type of Visit: Announced	Capacity: 30

General Information

Upon arrival, Bernice & I witnessed staff in heated conversation with client. Staff made inappropriate comments to client and did not de-escalate the situation. This continued despite our presence at site.

- Staff need to wear visible ID badges.
- Complaint forms need to be made available to clients.
- Staff need to ensure that they de-escalate situations.
- Site emergency evacuation plans need to be clearly posted at the site.

Site Inspection Form

Site: Mission Resource Center

Date: September 30, 2008

Committee Members conducting the site visit: Quintin Mecke, Maxine Pauson, James Leonard

Committee Members, please determine if the site has the following service/information provided and place a check mark if you determine that it is provided. Call Bernice 255.3653/570.1984 if you have questions.

You can elaborate or provide more detail about each area at the end of this form.

<input type="checkbox"/> NA	Pest-free, secure property storage available to each client.
<input checked="" type="checkbox"/> X	Access to electricity provided for clients. (Limited access available)
<input checked="" type="checkbox"/> X	Free laundry services are available to clients. (Laundry is available, 3x /week)

Operational Standards

<input checked="" type="checkbox"/> X	First Aid Kit available to staff
<input checked="" type="checkbox"/> X	Gloves available to staff
<input checked="" type="checkbox"/> X	CPR masks available to staff
<input checked="" type="checkbox"/> X	Appropriate medication storage allowed
<input checked="" type="checkbox"/> NO	ADA compliant beds are available (36 inches between units, 17 – 19 inches off floor) If Yes, ____ beds available (Only mats are available for ADA clients)
<input type="checkbox"/> NA	Meals available for pregnant women and children
<input checked="" type="checkbox"/> X	Alternative meals available for clients based on health, religious, or disability preferences.
<input checked="" type="checkbox"/> X	Meal menus posted on a daily basis
<input checked="" type="checkbox"/> X	8 hours of sleeping time allotted per night.
<input type="checkbox"/> NO	Notification board located in public space to inform clients of maintenance problems. (No Maintenance information)
<input checked="" type="checkbox"/> NO	Printed materials available to clients in language of choice. (No bilingual staff)
<input checked="" type="checkbox"/> NO	Communication available to clients in language of choice .
<input checked="" type="checkbox"/> X	Emergency disaster plan in place. If YES, emergency disaster plan practiced on a monthly basis .
<input checked="" type="checkbox"/> X	Identification badges worn by all staff If NO, ____ staff witnessed without identification badges.
<input checked="" type="checkbox"/> X	Transportation services available to clients. (Through case management)
<input type="checkbox"/> NA	Shelter reservations are made for a minimum of 7 nights .
<input checked="" type="checkbox"/> X	Various trainings are provided for staff.

Conceptional Standards

<input checked="" type="checkbox"/> X	Clients treated with respect and dignity
<input checked="" type="checkbox"/> X	Environment is safe and free from physical violence

De-escalation training and techniques utilized

Site Inspection Form

Site: A Woman's Place	Location: Russ Street at 7th Street	Date & Time: Sept. 30 2008
Inspector(s): Q. Mecke & Maxine Pauson, J. Leonard	Type of Visit: Unannounced	Capacity: 25

General Information

Bathrooms were clean but had bad smell. Water pressure was weak in showers, no handheld for disabled clients' use. One stall had no door or curtain. Free laundry is provided 3x/week & is reported to be going well. Staff did not report any increase in use after Marian Residence closed.

Standards of Care

Site still does not have capacity to appropriately deal with ADA clients.

Language access is limited with no bilingual information or staff.

Client Comments

Food is good.

Case management helpful.

Cook does a good job.

Staff

Staff did not report any major issues or needs.

Recommendations

1st floor bathroom conditions need to be improved. We have made multiple visits to AWP and conditions of the bathroom need to be addressed.

Posted information for clients could be improved.

Site Inspection Form

Site: Mission Resource Center

Date: August 5, 2008

Committee Members conducting the site visit: Quintin Mecke, Maxine Pauson

Committee Members, please determine if the site has the following service/information provided and place a check mark if you determine that it is provided. Call Bernice 255.3653/570.1984 if you have questions.

You can elaborate or provide more detail about each area at the end of this form.

X	Pest-free, secure property storage available to each client. (Lockers are available, small monthly fee)
X	Access to electricity provided for clients. (Limited access available)
X	Free laundry services are available to clients. (Laundry is available, 25cent/load)

Operational Standards

X	First Aid Kit available to staff
X	Gloves available to staff
X	CPR masks available to staff
X	Appropriate medication storage allowed
NA	ADA compliant beds are available (36 inches between units, 17 – 19 inches off floor) If Yes, ____ beds available
NA	Meals available for pregnant women and children
	Alternative meals available for clients based on health, religious, or disability preferences.
X	Meal menus posted on a daily basis
NA	8 hours of sleeping time allotted per night.
	Notification board located in public space to inform clients of maintenance problems.
NO	No Maintenance information but site has lots of information
X	Printed materials available to clients in language of choice.
X	Communication available to clients in language of choice .
X	Emergency disaster plan in place. If YES, emergency disaster plan practiced on a monthly basis .
X	Identification badges worn by all staff If NO, ____ staff witnessed without identification badges.
X	Transportation services available to clients. (Through case management)
NA	Shelter reservations are made for a minimum of 7 nights .
X	Various trainings are provided for staff.

Conceptional Standards

X	Clients treated with respect and dignity
X	Environment is safe and free from physical violence

De-escalation training and techniques utilized

Site Inspection Form

Site: Mission Resource Center	Location: Mission Resource Center	Date & Time: August 5 at 5 pm
Inspector(s): Q. Mecke & Maxine Pauson	Type of Visit: Unannounced	Capacity: 50

General Information

Bathrooms were clean but a little messy due to amount of use. Free local calls are provided. Site has great signage – lots of relevant information posted for clients. Showers & bathrooms are cleaned 2x/day. Case management has use of tokens.

Overall, site seemed well-run & in good condition given the heavy use by clients. Clients seemed satisfied with staff & services available.

Standards of Care

Site provided more than the basics of the standard of care that apply to resource centers.

Client Comments

*Fresh coffee & snacks are good.
Case management staff very helpful.
Movies, showers, patio & lockers are good.
Feel safe at site.
Lots of information available.
Clients from 150 Otis have lots of hygiene problems
Bed reservations run out by 10:30 am.
Use of Laundry is great.*

Staff

Staff reported that CHANGES system was slow but otherwise did not report any major issues.

Recommendations

No major recommendations. Site seems to be doing good job.

Site Inspection Form

Site: Next Door
Date: August 21, 2008

Committee Members conducting the site visit: Quintin Mecke, Maxine Pauson, James Leonard

Committee Members, please determine if the site has the following service/information provided and place a check mark if you determine that it is provided. Call Bernice 255.3653/570.1984 if you have questions.

You can elaborate or provide more detail about each area at the end of this form.

- | | |
|----------|---|
| X | Pest-free, secure property storage available to each client. |
| X | Access to electricity provided for clients. (Limited access available) |
| X | Free laundry services are available to clients. |

Operational Standards

- | | |
|----------|--|
| X | First Aid Kit available to staff |
| X | Gloves available to staff |
| X | CPR masks available to staff |
| X | Appropriate medication storage allowed |
| X | ADA compliant beds are available (36 inches between units, 17 – 19 inches off floor) |

If Yes, _____ beds available

- | | |
|-----------|---|
| NA | Meals available for pregnant women and children |
| X | Alternative meals available for clients based on health, religious, or disability preferences. |
| X | Meal menus posted on a daily basis |
| X | 8 hours of sleeping time allotted per night. |
| NO | Notification board located in public space to inform clients of maintenance problems.
(No Maintenance information posted) |
| NO | Printed materials available to clients in language of choice. (Some langs. Posted) |
| NO | Communication available to clients in language of choice . |
| X | Emergency disaster plan in place. |

If YES, emergency disaster plan **practiced on a monthly basis**.

- | | |
|-----------|--|
| NO | Identification badges worn by all staff
If NO, _____ staff witnessed without identification badges. (Several staff had badges turned around) |
|-----------|--|

- | | |
|----------|--|
| X | Transportation services available to clients. (Through case management) |
| X | Shelter reservations are made for a minimum of 7 nights . |
| X | Various trainings are provided for staff. |

Conceptual Standards

- | | |
|----------|--|
| X | Clients treated with respect and dignity |
|----------|--|

☒ Environment is safe and free from physical violence
De-escalation training and techniques utilized

Site Inspection Form

Site: Next Door	Location: 1001 Polk Street	Date & Time: August 21, 2008
Inspector(s): Q. Mecke & Maxine Pauson, J. Leonard	Type of Visit: Unannounced	Capacity: 250

General Information

Bathrooms were somewhat clean but had several issues including drains that were stopped up, missing curtains as well as a lack of soap/towels. Showers also looked moldy.

Attended dinner. Meal consisted of rice/beans, corn bread, greens, jello & juice. Portions were limited. In general, clients did not report being satisfied. Next Door staff reported that nutritionist has begun reviewing menus and will be making recommendations for improvement.

There were no postings re: SMC.

Standards of Care

Basic amenities in bathrooms need to be provided (soap, towels, curtains)

Air quality on 3rd floor needs to be improved

Client Comments

Food is not bad but would rather eat at Glide.

Too much rice/beans.

Breakfast is not enough. Coffee is terrible.

Need to make more investment in the quality of food.

One portion only, no seconds.

Staff is generally helpful.

Ventilation & air quality on 3rd Floor is terrible.

Site needs better maintenance.

Not enough support from case management

CNC feels like prison

Staff

Staff did not report any major issues or needs & seemed cautious in responding to questions.

Recommendations

Ventilation at site continues to be an issue, site needs to address it.

Smoking room continues to be an issue, especially given ventilation.

Whether true or not, clients feel at risk for illness/TB due to air quality.

Clients on site reported having asthma aggravated due to smoking room.

Bathrooms:

- Provide towels & soap in men's bathroom on 3rd floor.
 - Repair broken TP dispenser on men's 3rd floor.
 - Replace curtains
 - Eliminate mold
- Site needs to post SMC flyers throughout site.

Site Inspection Form

Site: Santa Maria
Date: July 28, 2008

Committee Members conducting the site visit: Quintin Mecke

Committee Members, please determine if the site has the following service/information provided and place a check mark if you determine that it is provided. Call Bernice 255.3653/570.1984 if you have questions.

You can elaborate or provide more detail about each area at the end of this form.

***This was an unofficial site visit. James Leonard was unable to attend at the last minute. Brief visit was done informally on my own just to observe.**

Site Inspection Form

Site: Santa Maria	Location: 22nd & S. Van Ness	Date & Time: July 28 at 6 pm
Inspector(s): Q. Mecke	Type of Visit: Unnannounced	Capacity: 30

General Information

Upon arrival, a client approached who expressed frustration at having a reservation from TL Health and yet he was being denied a bed. Staff reported that he had been DOS'd earlier and had been suspended from site.

Food looked good (rice, beans, tostito) and clients expressed satisfaction.
Timing of lights near bathroom needed to be improved. Lights don't turn on until 9 pm at night well after it is dark.

Standards of Care

NA. Not official inspection.

Client Comments

Unable to take client comments given lack of Spanish proficiency.

Staff

Staff reported that CHANGES is very slow & that the site is full every night.

Client Questions for Shelters

Name of Site: St. Joseph Family Shelter

Date of Inspection: August 26th, 2008

Names of Site Inspectors: Liz Olsen, Tomas Picarello and David Nakanishi

- 1. Do you enjoy the meals provided? If meals are not provided, does the site tell you where to locate meals?**

Response is "Most of the time."

- 2. Do you have a case manager? Is she or he helpful? Have you been able to access services, e.g. permanent housing, health care, through your case manager?**

3 families reported that the CM's are not helpful unless pressured and pestered on a regular basis...clients report having to take the initiative to get anything done... CM's "...don't do anything."

- 3. What things do you enjoy about the site? What things could be improved upon?**

What enjoyed:

- The facility itself / house is beautiful

What can be improved:

- Chris should be around more
- Only one staff.
- There are only 2 CM's 9-4:30 for 10 families – not enough.
- Kids need a place to play
- Not enough space for all the families not to be in each others faces and business.

- 4. Do you feel safe at this site? Have you had problems with any specific staff or client?**

- Response by 3 families is "No." All report hostility between families, many feel a lack of support by CM, Chris and staff.
- Family reports that other residents "should have their knives locked up."
- Several report favoritism by staff / CM.

Con't.

- One resident reported a previous incident that she felt was not dealt with properly. She had injured her ankle / leg out in front of the house while smoking, after injuring herself she sought help from staff and not until after she had made a fuss was an incident report made. Program Coordinator – Raymond was mentioned as staff reluctant to aid resident. He was also reported to have threatened family with DOS for "disruptive behavior." Client says she can be

5. Please use this section of the form to note the general conditions of the shelter.

- Elevator out.
- No screens on windows

Site Inspection Form
Site: St. Joseph Family Shelter

Date: August 26th, 2008

Committee Members conducting the site visit: Liz Olsen, Tomas Picarello, David Nakanishi

Committee Members, please determine if the site has the following service/information provided and place a check mark if you determine that it is provided. Call Bernice 255.3653/570.1984 if you have questions.

You can elaborate or provide more detail about each area at the end of this form.

Yes	Pest-free, secure property storage available to each client.	No food allowed in rooms.
Yes	Access to electricity provided for clients.	
No	Free laundry services are available to clients.	
Yes	Two (2) sheets provided to all clients	
Yes	Blanket provided to all clients	
Yes	Pillow provided to all clients	
Yes	Soap provided in all bathrooms	
Yes	Hand dryer or paper towels present in all bathrooms	Also available in closet for clients.
Yes	Bathroom facilities in proper working order	

Operational Standards

Yes	First Aid Kit available to staff	
Yes	Gloves available to staff	
Yes	CPR masks available to staff	
Yes	Appropriate medication storage allowed	
	ADA compliant beds are available (36 inches between units, 17 – 19 inches off floor)	
	If Yes, _____ beds available	
Yes	Meals available for pregnant women and children	
Yes	Alternative meals available for clients based on health, religious, or disability preferences.	
	Meal menus posted on a daily basis	Usually, cook just back so not posted yet.
Yes	8 hours of sleeping time allotted per night.	
	Notification board located in public space to inform clients of maintenance problems.	Families notified via mail boxes
Yes	Printed materials available to clients in language of choice.	
Yes	Communication available to clients in language of choice.	Bilingual staff - Spanish
Yes	Emergency disaster plan in place.	
Not sure.. If YES , emergency disaster plan practiced on a monthly basis.		
	Identification badges worn by all staff	One relief staff member didn't have badge on but put it on when we arrived.
	If NO , _	
Yes	Transportation services available to clients. Primarily Map Vans, tokens and taxi scripts for emergencies – given by CM's.	
6 mo's	Shelter reservations are made for a minimum of 7 nights.	
Yes	Various trainings are provided for staff.	

If **YES**, please list trainings provided in the last year: They will send (?)

Conceptual Standards

Yes	Clients treated with respect and dignity
Yes	Environment is safe and free from physical violence De-escalation training and techniques utilized

Staff Questions for Shelters and Resource Centers

Name of Site: St. Joseph Family Shelter

Date of Inspection: August 26th, 2008

Names of Site Inspectors: Liz Olsen, Tomas Picarello & David Nakanishi

- 6. Who is/are the ADA liaisons at your site? Is that information posted?**
Relief staff thought it was posted – it was not, she couldn't locate information.
- 7. What is the last training you attended? Have you received training on Shelter Grievance or the Shelter Training Manual? How long have you been with the site?**
Training on counseling skills, sexual harassment, and child abuse training.
Staff has been with St. Joe's for 8 years.
- 8. Please use this section of the form to indicate if there are printed materials up regarding the Rules and Regulations of the site and other materials.**

Rules and Regulations were posted in abbreviated version.
- 9. For Committee Members, use this section to indicate your recommendations for site improvement.**

 - Difficulty here (as mentioned per staff) is the lack of space for the children to play – no outside space or yard to speak of.
- 10. Please use this section of the form to note the general conditions of the shelter.**
The condition of the shelter was very nice, appeared clean.
Several families reported difficulties with other families as well as with CM's not being effective, present and caring.

Site Inspection Form
Site: Providence

Date: August 26th, 2008

Committee Members conducting the site visit: Liz Olsen, Tomas Picarello, David Nakanishi

Committee Members, please determine if the site has the following service/information provided and place a check mark if you determine that it is provided. Call Bernice 255.3653/570.1984 if you have questions.

You can elaborate or provide more detail about each area at the end of this form.

Yes	Pest-free, secure property storage available to each client.	No food allowed in rooms.
Yes	Access to electricity provided for clients.	
	Free laundry services are available to clients.	At Mother Brown's.
Yes	Two (2) sheets provided to all clients	
Yes	Blanket provided to all clients	
No	Pillow provided to all clients	No pillows (?)
Yes	Soap provided in all bathrooms	
Yes	Hand dryer or paper towels present in all bathrooms	Also available in closet for clients.
Yes	Bathroom facilities in proper working order	

Operational Standards

Yes	First Aid Kit available to staff
Yes	Gloves available to staff
Yes	CPR masks available to staff
Yes	Appropriate medication storage allowed
Yes	ADA compliant beds are available (36 inches between units, 17 – 19 inches off floor)
	If Yes, _____ beds available It was tight!
No	Meals available for pregnant women and children
No	Alternative meals available for clients based on health, religious, or disability preferences.
No	Meal menus posted on a daily basis
?	8 hours of sleeping time allotted per night. Depends on when food arrives & when they are done eating.
Yes	Notification board located in public space to inform clients of maintenance problems.
Yes	Printed materials available to clients in language of choice. SOC yes. SMC no.
No	Communication available to clients in language of choice.
Not sure	Emergency disaster plan in place.
	If YES, emergency disaster plan practiced on a monthly basis.
No	Identification badges worn by all staff
	If NO, _
Yes	Transportation services available to clients. Via Map Van.
Yes	Shelter reservations are made for a minimum of 7 nights.
Yes	Various trainings are provided for staff.

If YES, please list trainings provided in the last year: They will send (?)

SOC, First Aid, ADA, Grievance Training and Changes.

Conceptual Standards

Yes	Clients treated with respect and dignity
Yes	Environment is safe and free from physical violence
	De-escalation training and techniques utilized

Site Inspection Form

Site: MSC SOUTH

Date: Sept 9th, 2008

Committee Members conducting the site visit: Liz Olsen, Tomas Picarello, David Nakanishi

Committee Members, please determine if the site has the following service/information provided and place a check mark if you determine that it is provided. Call Bernice 255.3653/570.1984 if you have questions.

You can elaborate or provide more detail about each area at the end of this form.

Yes	Pest-free, secure property storage available to each client.	
Yes	Access to electricity provided for clients.	
No	Free laundry services are available to clients.	Laundry is still not free, staff said they are working on it. Currently no additional funds to provide free laundry.
Yes	Two (2) sheets provided to all clients	Not handed out to clients due to lack of being able to wash them.
Yes	Blanket provided to all clients	
Yes	Pillow provided to all clients	
Yes	Soap provided in all bathrooms	
Yes	Hand dryer or paper towels present in all bathrooms	Towels handed out.
Yes	Bathroom facilities in proper working order	

Operational Standards

Yes	First Aid Kit available to staff	Behind front desk
Yes	Gloves available to staff	@ staff station
Yes	CPR masks available to staff	
Yes	Appropriate medication storage allowed	Only refrigerated medications.
Yes	ADA compliant beds are available (36 inches between units, 17 – 19 inches off floor)	
	If Yes, <u>35%</u> beds available	Space between cots vary some look closer than 36"
Yes	Meals available for pregnant women and children	No Children.
Yes	Alternative meals available for clients based on health, religious, or disability preferences.	Appears to be a vegetarian option.
Yes	Meal menus posted on a daily basis	
Yes	8 hours of sleeping time allotted per night.	
Yes	Notification board located in public space to inform clients of maintenance problems.	
Yes	Printed materials available to clients in language of choice.	
Yes	Communication available to clients in language of choice.	
Yes	Emergency disaster plan in place.	Bilingual staff each shift - Spanish
Yes	If YES, emergency disaster plan practiced on a monthly basis.	Planned for Sept.
Yes	Identification badges worn by all staff	All but one relief staff member had on name badges.
	If NO, <u>One</u> staff witnessed without identification badges.	
Yes	Transportation services available to clients. Primarily Map Vans, tokens given out by CM's, sometimes supervisors have tokens.	
Yes	Shelter reservations are made for a minimum of 7 nights. Varies, not all are 7 day beds.	
Yes	Various trainings are provided for staff.	
	If YES, please list trainings provided in the last year: They will send (?)	

Conceptual Standards

Yes	Clients treated with respect and dignity
Yes	Environment is safe and free from physical violence De-escalation training and techniques utilized

Appendix 2

Access Memorandum

TO: Local Homeless Coordinating Board
FROM: Quintin Mecke, Chair
CC: Dariush Kayhan, Mayor's Office
Joyce Crum, Human Services Agency
Barbara Garcia, Department of Public Health
DATE: October 6, 2008
RE: Shelter Access-An Overview Based on Turn Away Counts

Background

As part of the May 2008 Shelter Enrichment report, the Local Homeless Coordinating Board and Shelter Monitoring Committee agreed to "do quarterly turn away checks." Per the Shelter Enrichment report, turn aways are defined as 1) an individual attempting to make a reservation at any time during the day or night and not being able to access a sleeping unit at that time and 2) types of turn-away are classified in two ways, a) an individual is unable to make a reservation at X time as there no sleeping units available in the system and b) an individual is unable to make a reservation at X time as the shelter they are requesting does not have an available sleeping unit [personal choice].

Data Collection

Committee staff Bernice Casey conducted three turn away counts. On July 29, 2008, she conducted a count at Tenderloin Health from 7:00 AM to 11:30 PM; on September 16, 2008, she conducted a count at 150 Otis CHANGES station from 6:30 PM to 12:00 Midnight; and on October 4, 2008, she conducted a count at Glide Walk In Center from 7:00 to 11:00 AM.

Data

There were two types of data collected at all three sites, the number of clients who signed up for shelter reservations and the number of clients "turned away."¹ For a complete overview of each site, please refer to the August 1 Tenderloin Health, September 18 150 Otis and October 6 Glide memos attached.

This data is based on 3 separate CHANGES locations on 3 separate days and is not reflective of the total number of reservations made by the CHANGES systems.

Overview of Clients Seeking Shelter

Number of Clients Seeking Shelter ²	Number of Clients Provided Shelter
290	93

¹ A "turn away" is defined as a person attempting to get a reservation at any time and is unsuccessful based on the lack of sleeping units available in CHANGES.

² This data captures all clients, those who signed in on sign-in sheets and those tracked by Ms. Casey as a turn-away, at all 3 sites.

- **32% of clients, on average, seeking shelter on the three days a count was taken were provided a shelter reservation**
- On July 29, 2008, 21.3% of clients seeking a reservation at Tenderloin Health were one
- On September 16, 2008, 37.7% of clients seeking a reservation at 150 Otis were provided one
- On October 4, 2008, 66.6% of clients seeking a reservation at Glide were provided one

Overview of Clients Seeking Shelter by Gender

Gender	Clients Seeking Shelter	Clients Provided Shelter
Women	53	10
Men	237	83

- ✓ **18.8% of women seeking shelter at the three sites were provided a reservation**
- ✓ **35% of men seeking shelter at the three sites were provided a reservation**

Length of Reservation

Type	Number
Seven Day Reservation	36
One Day Reservation	57

- 40% of all reservation provided were for 7 days
- 60% of all reservations provided were for 1 day

Standards of Care

Standard 13 requires that shelter facilities available for clients to obtain 8 hours of sleep and Standard 29 requires that to the extent not inconsistent with Proposition N, that all shelter reservations be for a minimum of 7 days.

Transport

At the days of the turn away counts conducted by Ms. Casey, none of the sites offered tokens to clients receiving reservations at shelter, e.g. Providence.

Next Steps

Once again, the following steps should be followed by the City & County of San Francisco to ensure equal access to the shelter system and to ensure there are sufficient units of shelter for the homeless population of San Francisco:

- *Analyze the Care Not Cash (CNC) programs*
- *Track what type of sleeping unit is vacant each night*
- *Increase the number of sleeping units that the resource center has access to make reservations*
- *All turn-aways should be tracked each day and night at the resource centers and at the individual shelters*
- *Sleeping unit reservations should be able to be made on-site at shelters*
- *Drop available sleeping units at an earlier time*
- *Use the SF 311 free phone line as another way that someone can make a shelter reservation 24 hours a day*

I would also encourage the Board to conduct its own turn away count to add to the data we have collected since July of 2008.

Access Memorandum

TO: Shelter Monitoring Committee Members
FROM: Bernice Casey, SMC, Policy Analyst
CC: Supervisor Chris Daly, Chair, Rules Committee
Supervisor Tom Ammiano
Supervisor Bevan Dufty
Dariush Kayhan, Mayor's Office
Joyce Crum, Human Services Agency
Barbara Garcia, Department of Public Health
Kim Armbruster, Glide Walk In Center
Local Homeless Coordinating Board
DATE: October 6, 2008
RE: **Shelter Access-Utilizing CHANGES and the Reservation System-
Glide Walk In Center**

Background

On May 12, the Local Homeless Coordinating Board ["Board"] and the Shelter Monitoring Committee ["Committee"] submitted the final Shelter Enrichment report to the Mayor's Office and the Board of Supervisors with the following recommendations regarding shelter access:

- *Analyze the Care Not Cash (CNC) programs*
- *Track what type of sleeping unit is vacant each night*
- *Increase the number of sleeping units that the resource center has access to make reservations*
- *All turn-aways should be tracked each day and night at the resource centers and at the individual shelters*
- *Sleeping unit reservations should be able to be made on-site at shelters*
- *Drop available sleeping units at an earlier time*
- *Use the SF 311 free phone line as another way that someone can make a shelter reservation 24 hours a day*

Data Collection

As part of the Shelter Enrichment report, the Board and Committee agreed to "do quarterly turn away checks." On Saturday, October 4, 2008, Ms. Casey conducted a turn away count at Glide Walk In Center from 7:00 to 11:00 AM. This is the third tracking by Committee staff, Ms. Casey conducted a turn away count on September 16, 2008, at 150 Otis from 6:30 to 12:00 Midnight and on July 29, 2008, at Tenderloin Health from 7:00 AM to 11:30 PM.

Data

There were two types of data collected, the number of clients who signed up for shelter reservations and the number of clients "turned away."³

³ A "turn away" is defined as a person attempting to get a reservation at any time and is unsuccessful based on the lack of sleeping units available in CHANGES.

Sign In Sheets

Sheet	# of Clients Who Signed Up for a Sleeping Unit	# of Clients Who Received a Reservation	# of 7-day Reservations
Men	23	19	19
Women	5	5	5
Total	28	24	24

- Glide Memorial Church's Walk In is open 7 days a week and offers CHANGES reservations from 7:00 to 11:00 AM. Clients queue up before the 7:00 AM open time. On Saturday, the staff went outside and took clients' names and gender.
- Beginning at 7:00 AM, clients come in two at a time and the staff makes a reservation for the client, offering up the bed units available so the client is able to choose where s/he gets a reservation.
- Of the four men who did not receive a reservation, one refused the reservation offered, a 7-day bed at Providence, one was unable to take the reservation at Providence based on his denial of service (DOS) history at the site, and the other two were unable to take that type of reservation as both were wheel-chair bound.

Turn Aways

Client Classification ⁴	Requested Reservation	Received Reservation
Male	7	0
Female	1	0
Totals	8	0

- Ms. Casey arrived at the site at 6:30 AM and there 19 people lined up outside the site, 16 were men; two were women and one man had a cane.
- One client stated he arrived at Glide at 3:30 AM to ensure he would be first in line for a reservation, stating he had been without a bed for 3 days.
- After the initial individuals on the sign in sheet were provided reservation, approximately 8 other individuals came in to the Walk In Center and asked for a reservation, the staff informed the client(s) that the only beds available were at Providence.
- Two men and the one woman asked if tokens were available for transport to Providence, the staff stated they were no tokens. The three individuals refused the reservation stating that they did not have funds to get to the site.
- The five additional men refused the reservation because of the location, Providence.

Total # of Reservations

Total # Reservations Requested ⁵	Reservation Received
36	24

⁴ The client's gender was noted on the CHANGES sign-in sheet; however, the turn-away determination was based on Ms. Casey's observation

⁵ It is possible that clients who were turned away initially (Ms. Casey's data) were provided a reservation at location later in the day.

Sleeping Unit Availability

- For the female clients who received beds, three of the reservations were at Next Door and two were at Providence.
- For male clients who received beds, four reservations were at MSC South, one was at Next Door, and fourteen were at Providence.
- By 7:06 AM, there were no beds in the system except Providence. At 7:42 AM, there was a Next Door sleeping bed available. By 7:44 AM, the only units available were at Providence.
- Any client who was not provided a reservation was provided a list of alternate CHANGES locations to visit at later time in that day by Glide staff.

This data will be forwarded to Glide and the Human Services Agency to check for errors.

Transport

No client was provided with a token to reach the shelter they received a reservation. The closest shelter is approximately 5 city blocks away.

Access Memorandum

TO: Shelter Monitoring Committee Members
FROM: Bernice Casey, SMC, Policy Analyst
CC: Supervisor Chris Daly, Chair, Rules Committee
Supervisor Tom Ammiano
Supervisor Bevan Dufty
Dariush Kayhan, Mayor's Office
Joyce Crum, Human Services Agency
Barbara Garcia, Department of Public Health
Lessy Benedith, St. Vincent de Paul shelters
Helen LeMar, Providence Foundation
Local Homeless Coordinating Board
DATE: September 18, 2008
RE: **Shelter Access-Utilizing CHANGES and the Reservation System-150 Otis**

Background

On May 12, the Local Homeless Coordinating Board ["Board"] and the Shelter Monitoring Committee ["Committee"] submitted the final Shelter Enrichment report to the Mayor's Office and the Board of Supervisors with the following recommendations regarding shelter access:

- *Analyze the Care Not Cash (CNC) programs*
- *Track what type of sleeping unit is vacant each night*
- *Increase the number of sleeping units that the resource center has access to make reservations*
- *All turn-aways should be tracked each day and night at the resource centers and at the individual shelters*
- *Sleeping unit reservations should be able to be made on-site at shelters*
- *Drop available sleeping units at an earlier time*
- *Use the SF 311 free phone line as another way that someone can make a shelter reservation 24 hours a day*

Data Collection

As part of the Shelter Enrichment report, the Board and Committee agreed to "do quarterly turn away checks." In its June 2008 Quarterly Report, the Committee requested that staff conduct a turn away check by August 1.

On July 29, 2008, Ms. Casey conducted a turn away count at Tenderloin Health and noted that 164 clients sought a shelter reservation, but only 35 people were granted reservations. As noted within the memo, this data was reflective of one day and should be interpreted as such. The August 1 memo is attached.

On September 16, 2008, Ms. Casey conducted a turn away count at 150 Otis from 6:30 to 12:00 Midnight, the CHANGES station operating hours.

Data

There were two types of data collected, the number of clients who signed up for shelter reservations and the number of clients “turned away.”⁶

Sign In Sheets

Sheet	# of Clients Who Signed Up for a Sleeping Unit	# of Clients Who Received a Reservation	# of 7-day Reservations
Senior (60+)	4	3	0
Women	4	1	0
General	72	30	0
Total	80	34	0

- 150 Otis CHANGES (operated by Providence Foundation) has clients obtain a number before they sign up for their reservation. Clients can obtain a number at approximately 3:00 PM for the 150 Otis Drop In Center (operated by St. Vincent de Paul). Clients queue up at 7:00 PM, when the CHANGES station opens, and sign the sign in sheet, based on the number they obtained earlier in the day. As 150 Otis Drop In Center serves men only, women arrive in at 7:00 PM and can sign in without a number.
- The client states where they would like a reservation and it is noted on the sign in sheet⁷.

Turn Aways

Client Classification ⁸	Requested Reservation	Received Reservation
Male	7	0
Female	3	0
Totals	10	0

- Ms. Casey was at the CHANGES desk during operation hours and noted each time someone approached the desk and asked for a reservation and did not sign the sign in sheet.
- When Ms. Casey arrived at 6:30 PM, there were 9 clients queued outside; one woman, one man in a wheelchair, and seven men. When she left at midnight, there were two clients outside, who indicated they had a chair inside at the drop in center⁹.

Total # of Reservations

Total # Reservations Requested ¹⁰	Reservation Received
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⁶ A “turn away” is defined as a person attempting to get a reservation at any time and is unsuccessful based on the lack of sleeping units available in CHANGES.

⁷ At this visit, no client refused a location and multiple clients listed “open” or several sites under the location column.

⁸ The client’s gender and age were noted on the CHANGES sign-in sheet; however, the turn-away determination was based on Ms. Casey’s observation

⁹ Providence staff stated that on September 15, 2008, at midnight, there were 20 men outside. The Drop In Center only has an occupancy of 40, so if the site is full clients need to wait outside until a chair is free or leave the site all together.

¹⁰ It is possible that clients who were turned away initially (Ms. Casey’s data) were provided a reservation by MAP after 12:00 AM.

90	34
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Sleeping Unit Availability & “Bed Drops”

- The CHANGES system, from 8:00-11:00 PM is used by multiple reservation sites, 150 Otis, Multi Service Center South, and Tenderloin Health.
- 17 reservations were provided between 8:00 and 8:55 PM; 8 reservations were provided between 10:10 and 10:30 PM; 5 reservations were provided between 11:00 and 11:30 PM; and 4 reservations were provided after 11:30 PM.
- At Midnight, Providence staff verifies how many clients are waiting for a sleeping unit and are in the 150 Otis Drop In Center. Those names are then faxed to MAP who can make reservation within CHANGES from 12:00 to 6:00 AM.

This data will be forwarded to Providence, St. Vincent de Paul, and the Human Services Agency to check for errors.

Standards of Care

Standard 13 requires that shelter facilities available for clients to obtain 8 hours of sleep and Standard 29 requires that to the extent not inconsistent with Proposition N, that all shelter reservations be for a minimum of 7 days. 50% of the reservations made at 150 Otis on September 16, 2008, were made after 10:00 PM. Clients had to travel to each location and based on the lights on policy at shelters would not have received 8 hours sleep. None of the reservations provided were for 7 days.

Transport

No client was provided with a token to reach the shelter they received a reservation. The closest shelter, with the exception of the 150 Otis Shelter, is Sanctuary, which is approximately 9 city blocks away.

A client in a wheelchair who had impeded speech was at the location for over 3 hours waiting for transport. There was no MAP van available to transport the client in a wheelchair (a lift was needed). MAP staff left cab vouchers; however, a cab did not arrive for almost 2.5 hours. Both St. Vincent de Paul and 150 Otis staff made multiple calls. In addition, staff spent conservatively 1.5 hours of one-on-one time with the client attempting to communicate through writing and listening.

Access Memorandum

TO: Shelter Monitoring Committee Members
Local Homeless Coordinating Board
FROM: Bernice Casey, SMC, Policy Analyst
Ali Schlageter, LHCB, Policy Analyst
CC: Dariush Kayhan, Mayor's Office
Joyce Crum, Human Services Agency
Barbara Garcia, Department of Public Health
DATE: August 1, 2008
RE: **Shelter Access-Utilizing CHANGES and the Reservation System**

Background

On May 12, the Local Homeless Coordinating Board ["Board"] and the Shelter Monitoring Committee ["Committee"] submitted the final Shelter Enrichment report to the Mayor's Office and the Board of Supervisors with the following recommendations regarding shelter access:

- *Analyze the Care Not Cash (CNC) programs*
- *Track what type of sleeping unit is vacant each night*
- *Increase the number of sleeping units that the resource center has access to make reservations*
- *All turn-aways should be tracked each day and night at the resource centers and at the individual shelters*
- *Sleeping unit reservations should be able to be made on-site at shelters*
- *Drop available sleeping units at an earlier time*
- *Use the SF 311 free phone line as another way that someone can make a shelter reservation 24 hours a day*

Both bodies received a response to the Shelter Enrichment report from the Mayor's Office in June of 2008. While the response addressed some of the issues from the report, there was no mention of the access recommendations. Both the Board and the Committee requested a response on the access issue and expressed interest in having a discussion in a community setting.

Data Collection

As part of the Shelter Enrichment report, the Board and Committee agreed to "do quarterly turn away checks." Board and Committee staff met and decided to track "turn aways" at one resource center in the month of July to gain a snapshot of the number of people accessing shelter and being provided shelter.

On July 29, 2008, Ms. Casey observed clients at Tenderloin Health attempting to access shelter sleeping units through the CHANGES system and tracked the number of clients "turned away" without a reservation.

Data

There were two types of data collected, the number of clients who signed up for shelter reservations and the number of clients “turned away.”¹¹

Sign In Sheets

Sheet	# of Clients Who Signed Up for a Sleeping Unit	# of Clients Who Received a Reservation	# of 7-day Reservations
Senior/Disabled	45	26	4 (4 of 26)
Women	13	4	4 (4 of 4)
General	16	4	4 (4 of 4)
Total	74	34	12

- Tenderloin Health has clients sign up for a reservation. There are three sign-in sheets: Senior/Disabled, Women, and General.
- Clients sign up for a bed in the morning before the CHANGES system begins taking reservations and throughout the day.
- The client states where they would like a reservation and it is noted on the sign in sheet¹².

Turn Aways

Client Classification ¹³	Requested Reservation	Received Reservation
Male	50	1
Female	23	0
Male-Disabled	5	0
Female-Disabled	4	0
Male-Senior	8	0
Female-Senior	0	0
Totals	90	1

- Ms. Casey was at the front desk at Tenderloin Health during operation hours and noted each time someone approached the desk and asked for a reservation.
- Tenderloin Health’s hours of operation are from 7:00 to 11:30 AM and from 5:00 to 11:30 PM, Monday-Friday.
- When Ms. Casey arrived at 6:45 AM, there were 23 clients queued outside Tenderloin Health awaiting reservations, and when she left at 11:30 PM, there were 7 clients lying outside-one of those 7 was in the queue of 23 in the morning.

Total # of Reservations

Total # Reservations Requested ¹⁴	Reservation Received
164	35

¹¹ A “turn away” is defined as a person attempting to get a reservation at any time and is unsuccessful based on the lack of sleeping units available in CHANGES.

¹² Only three clients refused a reservation because of the location; all other clients accepted a reservation even if that was not his/her first choice and one client returned from a site asking for another reservation as there were no bottom bunks at the first site.

¹³ The client’s gender, age, and disability status was based on Ms. Casey’s observations; therefore, non-visible disabilities were not noted.

¹⁴ It is possible that clients who were turned away initially (Ms. Casey’s data) were provided a reservation in the sign-in sheet data (Tenderloin Health’s Data).

Sleeping Unit Availability & “Bed Drops”

- The CHANGES system, at 8:00 AM, showed 45 sleeping units available, 5 men’s units at Multi Service Center South and 40 units at Providence Church¹⁵.
- The first sleeping units to become available after 8:00 PM were at 8:20 PM, three women’s units. From 8:20 to 10:15 PM, the largest number of sleeping units released was at 8:36 PM, 15 units from MSC South.
- Ms. Casey called Sanctuary, Next Door, and MSC South throughout the night, beginning at 8:30 and ending at 11:00 PM to understand when sleeping units were dropped.

This data will be forwarded to Tenderloin Health and the Human Services Agency to check for errors.

Access Workgroup

At its July meeting, the Board decided to convene an Access Workgroup with Committee and City department participation. The purposed workgroup would conduct further data collection (similar to the information gathered above), utilize reports created by the CHANGES system, and most importantly, hear from clients and service providers about the current challenges in accessing shelter. The goal of the workgroup would be to make further recommendations to the Mayor’s Office and Board of Supervisors on how to improve access to the shelter system for clients.

Timeline

Committee and Board staff is suggesting the following timeline for the Access Workgroup:

August 2008-staff will conduct additional data collection at 2 shelters and 1 resource center

September 2008-hold first Access Workgroup meetings

December 2008-submit separate report on Access to the Mayor’s Office and Board of Supervisors

The above timeline is suggested and any changes in scope or time should be discussed by the Board and Committee.

¹⁵ Five sites operate CHANGES at 8:00 AM; therefore, five sites “compete” for those 45 units. Throughout the day, several sites operate CHANGES simultaneously. For a complete list, please refer to the Human Services Agency: Resource Center and CHANGES Reservation Stations.

Appendix 3

INFORMATION REQUEST

TO: Barbara Garcia, Deputy Director, Department of Public Health
CC: David Nakanishi, DPH
Quintin Mecke, Shelter Monitoring Committee
FROM: Bernice Casey
REQUEST DATE: July 3, 2008
RESPOND BY DATE: August 4, 2008*
REQUEST: A Woman's Place Implementation of the Standards of Care

The Shelter Monitoring Committee is requesting the following information based on inquiries made at the July 2, 2008 Committee meeting:

- Please request A Woman's Place (AWP) to provide a written overview of how they are currently operationalizing the SOC at their site, e.g. how are sites responding to request for free laundry. Additionally, any policies and procedures related to a specific standard should be provided as well, e.g. the policy at the Nakanishi Shelter is to provide free laundry on the 3rd and 17th of each month.
- Please provide an update of any SOC funding, new or existing that has been provided to AWP since the implementation of the SOC.
- If the City and County of San Francisco, through the DPH, has provided written instructions for how to implement the SOC, please provide a copy of these instructions.

Please respond by August 4, 2008* (the extended date is based on the scope of this request) and send your response to:

Shelter Monitoring Committee
Bernice Casey, Staff
1380 Howard Street, 2nd Floor
San Francisco, CA 94103
Bernice.casey@sfdph.org

INFORMATION REQUEST

TO: Joyce Crum, Director, Housing & Homeless Programs,
Human Services Agency

CC: Dariush Kayhan, Mayor's Office
Greg Kats, Housing & Homeless Programs
Cindy Ward, Housing & Homeless Programs
Quintin Mecke, Shelter Monitoring Committee

FROM: Bernice Casey

REQUEST DATE: July 3, 2008

RESPOND BY DATE: July 17, 2008

REQUEST: Information Request Re: Standards of Care 24-Hour
Emergency Drop-In Center

The Shelter Monitoring Committee is requesting the following information based on inquiries made at the July 2, 2008 Committee meeting:

- Please provide the status of the 24-hour emergency drop-in center for women as stated within the Standards of Care Sec 20.404. The Committee has noted that the 150 Otis Drop In Center is for men only.

Thank you.

Please respond by July 17, 2008 and send your response to:

Shelter Monitoring Committee
Bernice Casey, Staff
1380 Howard Street, 2nd Floor
San Francisco, CA 94103
Bernice.casey@sfdph.org

INFORMATION REQUEST

TO: Joyce Crum, Director, Housing & Homeless Programs,
Human Services Agency

CC: Greg Kats, Housing & Homeless Programs
Cindy Ward, Housing & Homeless Programs
Quintin Mecke, Shelter Monitoring Committee

FROM: Bernice Casey

REQUEST DATE: **July 3, 2008**

RESPOND BY DATE: **July 17, 2008**

REQUEST: **Information Request Re: Providence Shelter**

The Shelter Monitoring Committee is requesting the following information based on inquiries made at the July 2, 2008 Committee meeting:

- Please provide the square footage of the sleeping area(s) utilized within the Providence shelter.
- Please provide the number of mats utilized by Providence since June 27, 2008, on an average basis, with a breakdown based on gender, single adults, and families.
- Please provide the most recent contract the City & County of San Francisco has with Providence, including any modification made upon the closure of Ella Hill Hutch shelter.

Thank you.

Please respond by July 17, 2008 and send your response to:

Shelter Monitoring Committee
Bernice Casey, Staff
1380 Howard Street, 2nd Floor
San Francisco, CA 94103
Bernice.casey@sfdph.org

INFORMATION REQUEST

TO:	Trent Rhorer, Executive Director, Human Services Agency
CC:	Joyce Crum, Director, Housing & Homeless Programs Greg Kats, Housing & Homeless Programs Cindy Ward, Housing & Homeless Programs Quintin Mecke, Shelter Monitoring Committee
FROM:	Bernice Casey
REQUEST DATE:	July 3, 2008
RESPOND BY DATE:	August 4, 2008*
REQUEST:	Site Specific Implementation of the Standards of Care

The Shelter Monitoring Committee is requesting the following information based on inquiries made at the July 2, 2008 Committee meeting:

- Please provide a copy of the completed Standard of Care (SOC) Implementation Cost spreadsheet reviewed at the April 21, 2008 Shelter Directors Meeting, with the estimated costs of SOC implementation provided by each site and/or shelter director
- Please request for each site to provide a written overview of how they are currently operationalizing the SOC at their site, e.g. how are sites responding to request for free laundry. Additionally, any policies and procedures related to a specific standard should be provided as well, e.g. the policy at the Nakanishi Shelter is to provide free laundry on the 3rd and 17th of each month.
- Please provide an update of any SOC funding, new or existing, that has been provided to the sites since the implementation of the SOC.
- If the City and County of San Francisco, through the Human Services Agency, has provided written instructions for how to implement the SOC, please provide a copy of these instructions.

Please respond by August 4, 2008* (the extended date is based on the scope of this request) and send your response to:

Shelter Monitoring Committee
Bernice Casey, Staff
1380 Howard Street, 2nd Floor
San Francisco, CA 94103
Bernice.casey@sfdph.org

INFORMATION REQUEST

TO:	Darius Kayhan, Mayor's Office
CC:	Joyce Crum, Housing & Homeless Programs Greg Kats, Housing & Homeless Programs Cindy Ward, Housing & Homeless Programs Quintin Mecke, Shelter Monitoring Committee Ali Schlageter, Local Homeless Coordinating Board
FROM:	Bernice Casey
REQUEST DATE:	July 3, 2008
RESPOND BY DATE:	July 17, 2008
REQUEST:	Information Request Re: Shelter Enrichment and Access

The Shelter Monitoring Committee is requesting the following information based on inquiries made at the July 2, 2008 Committee meeting:

- Please provide the status of the implementation of any Access recommendations within the May 2008 Shelter Enrichment report submitted to the Mayor's Office on May 12, 2008, specifically any policies changes regarding "*The current way shelter sleeping units are accessed needs to change [clients stated on multiple occasions that they had to wait in line 5-8 hours a day to access a one-day reservation].*"
- Please provide the process of continued community involvement regarding any Access policy suggestions, i.e. community workgroups to continue the Access discussion begun in the March-April 2008 Shelter Enrichment discussions.

Thank you.

Please respond by July 17, 2008 and send your response to:

Shelter Monitoring Committee
Bernice Casey, Staff
1380 Howard Street, 2nd Floor
San Francisco, CA 94103
Bernice.casey@sfdph.org

Appendix 4

Enforcement Implementation

This document identifies which of the Standards apply to shelters, resource centers, and drop-in centers.

Standard Number	Description	Applies to:
1	Treat all shelter clients equally with respect and dignity	All shelters and resource center/drop in center
2	Provide shelter services in an environment that is safe and free of physical violence	All shelters and resource center/drop in center
3	Provide soap, paper towels, hand sanitizers and at least one bath towel (24"x48") to clients and staff, maintain currently installed hand dryers and toilet paper in each stall, and hire janitorial staff to clean shelters on daily basis	All shelters and resource center/drop in center <i>[Note: the bath towel applies to sites who offer showers]</i>
4	Provide feminine hygiene and incontinence supplies on request	All shelters and resource center/drop in center <i>[Note: feminine hygiene products to be provided at any site that offers services to women]</i>
5	Ensure shelter operators use products that are least harmful to shelter clients, staff, and environment	All shelters and resource center/drop in centers
6	Ensure that first aid kits, CPR masks, and disposable gloves are available to staff at all times and make Automatic External Defibrillators (AED) available	All shelters and resource center/drop in center
7	Supply clients with fresh cold or room temperature drinking water at all times during normal operating hours	All shelters and resource center/drop in center
8	Provide shelter services in compliance with the Americans with Disabilities Act	All shelters and resource center/drop in center
9	Engage a nutritionist to develop all meal plans , including meal plans for children and pregnant women and post menus on a	Any shelter and resource center/drop in center that provides meals

	daily basis	
10	Make dietary modification to accommodate requests based on religious beliefs and practices	Any shelter and resource center/drop in center that provides meals
11	Prohibit all smoking in shelters and within 20' of a children's play area	All shelters and resource center/drop in center
12	Provide clients with one clean blanket, two clean sheets and one pillow enclosed in a plastic or vinyl sleeve with a clean pillowcase	All shelters
13	Make the facility available to clients for sleeping at least 8 hours per night	All shelters
14	Provide daytime access to beds in all 24-hour shelters	Episcopal Community Services shelters, St. Vincent de Paul shelters <i>[Note: other shelters hours of operation currently being reviewed]</i>
15	Provide pest free, secure, property storage inside each shelter - if unavailable, may provide off-site as long as site is available to client up until evening bed check	All shelters
16	Provide clients with access to electricity for charging cell phones and other medical equipment for clients with disabilities	All shelters and resource center/drop in center
17	Note in writing and post in a common area when a maintenance problem will be repaired and note the status of the repair	All shelters and resource center/drop in center
18	Provide access to free local calls during non-sleeping hours including TTY access and amplified phones for clients who are deaf or hearing impaired	All shelters and resource center/drop in center
19	Provide a minimum of 22 inches between the sides of sleeping units, excluding designated ADA-accessible sleeping units and sleeping units separated by a	All shelters

	wall	
20	Provide all printed materials produced by the City and shelters in English and Spanish and other languages upon request, including alternate formats such as large print, Braille, etc. upon request	All shelters and resource center/drop in center
21	Communicate with each client in the client's primary language or provide professional translation services, however children or other clients may be asked to translate in emergency situations	All shelters and resource center/drop in center
22	Provide at least one front line staff at each site that is bilingual in English and Spanish	All shelters and resource center/drop in center
23	Ensure that each shelter has an emergency disaster plan that requires drills on a monthly basis	All shelters and resource center/drop in center
24	Locate an alternative sleeping unit for a client who has been immediately denied services after 5:00 pm, unless the denial was for acts or threats of violence	All shelters
25	Require all shelter staff to wear a badge that identifies the staff person by name and position	All shelters and resource center/drop in center
26	Ensure that all clients receive appropriate and ADA-compliant transportation services to attend medical appointments, permanent housing appointments, substance abuse treatment, job-search appointments and job interviews, mental health services, and shelter services	All shelters and resource center/drop in center
27	Provide public notification at least 24-hours in advance of on-site community meetings	All shelters and resource center/drop in center

28	Provide clients with access to free laundry services with hot water and a dryer on or off site	All shelters and resource center/drop in center
29	Ensure that all single adult shelter reservations be for a minimum of 7 nights	All shelters
30	Agree to comply with the CA Dept of Industrial Relations, Division of Occupational Safety and Health (Cal-OSHA) General Industry Safety Orders regarding Bloodborne Pathogens (8 CCR 5193) and its Injury and Illness Prevention Program (8 CCR 3203), including but not limited to applicable requirements regarding personal protective equipment, universal precautions, and the development of an exposure control plan, as defined therein.	All shelters and resource center/drop in center
31	In consultation with the SFDPH, provide annual all-staff trainings, appropriate for each shelter position, that address (Cal-OSHA) regulatory requirements listed in section above, as well as the following topics: hand washing requirements and other communicable disease prevention; proper food handling and storage; emergency procedures in case of disaster, fire or other urgent health or safety risk, including but not limited to CPR requirements; safe and appropriate intervention with violent and aggressive shelter clients, including training on the harm reduction model in dealing with substance abuse; safe and appropriate interaction with shelter clients who suffer from mental illness or substance abuse; on-the-job burn-out prevention; requirements under the ADA; policies and	All shelters and resource center/drop in center

	procedures explained in shelter training manuals; and cultural humility, including sensitivity training regarding homelessness, the lesbian, bisexual, gay, and transgender communities, people with visible and invisible disabilities, youth, women, and trauma victims.	
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Note: This is a brief description of the Standards-for a full description, please go to http://www.sfgov.org/site/sheltermonitoring_index.asp?id=39792.

**Changes: Homeless Management Information System: Shelter Vacancy
For Period From 10/01/2008 to 10/31/2008**

Shelter: A Woman's Place

Date			Men	Women	Total	Capacity	Vacant	Vacancy	Occupancy
Oct.	1st	Wednesday	0	14	14	15	1	7%	93%
Oct.	2nd	Thursday	0	15	15	15	0	0%	100%
Oct.	3rd	Friday	0	15	15	15	0	0%	100%
Oct.	4th	Saturday	0	14	14	15	1	7%	93%
Oct.	5th	Sunday	0	15	15	15	0	0%	100%
Oct.	6th	Monday	0	15	15	15	0	0%	100%
Oct.	7th	Tuesday	0	15	15	15	0	0%	100%
Oct.	8th	Wednesday	0	15	15	15	0	0%	100%
Oct.	9th	Thursday	0	14	14	15	1	7%	93%
Oct.	10th	Friday	0	15	15	15	0	0%	100%
Oct.	11th	Saturday	0	14	14	15	1	7%	93%
Oct.	12th	Sunday	0	15	15	15	0	0%	100%
Oct.	13th	Monday	0	14	14	15	1	7%	93%
Oct.	14th	Tuesday	0	14	14	15	1	7%	93%
Oct.	15th	Wednesday	0	14	14	15	1	7%	93%
Oct.	16th	Thursday	1	14	15	15	0	0%	100%
Oct.	17th	Friday	1	13	14	15	1	7%	93%
Oct.	18th	Saturday	1	12	13	15	2	13%	87%
Oct.	19th	Sunday	1	11	12	15	3	20%	80%
Oct.	20th	Monday	1	14	15	15	0	0%	100%
Oct.	21st	Tuesday	1	14	15	15	0	0%	100%
Oct.	22nd	Wednesday	0	14	14	15	1	7%	93%
Oct.	23rd	Thursday	0	13	13	15	2	13%	87%
Oct.	24th	Friday	0	15	15	15	0	0%	100%
Oct.	25th	Saturday	0	14	14	15	1	7%	93%
Oct.	26th	Sunday	0	15	15	15	0	0%	100%
Oct.	27th	Monday	1	14	15	15	0	0%	100%
Oct.	28th	Tuesday	1	13	14	15	1	7%	93%
Oct.	29th	Wednesday	1	14	15	15	0	0%	100%
Oct.	30th	Thursday	1	13	14	15	1	7%	93%
Oct.	31st	Friday	1	13	14	15	1	7%	93%
A Woman's Place			11	434	445	465	20		
Average Per Day			0	14	14	15	1	4%	96%

Shelter: Dolores Street

Date			Men	Women	Total	Capacity	Vacant	Vacancy	Occupancy
Oct.	1st	Wednesday	72	0	72	85	13	15%	85%
Oct.	2nd	Thursday	82	0	82	85	3	4%	96%
Oct.	3rd	Friday	79	0	79	85	6	7%	93%
Oct.	4th	Saturday	72	0	72	85	13	15%	85%
Oct.	5th	Sunday	79	0	79	85	6	7%	93%
Oct.	6th	Monday	81	0	81	85	4	5%	95%
Oct.	7th	Tuesday	79	0	79	85	6	7%	93%
Oct.	8th	Wednesday	80	0	80	85	5	6%	94%
Oct.	9th	Thursday	81	0	81	85	4	5%	95%
Oct.	10th	Friday	78	0	78	85	7	8%	92%

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Oct.	11th	Saturday	76	0	76	85	9	11%	89%
Oct.	12th	Sunday	81	0	81	85	4	5%	95%
Oct.	13th	Monday	85	0	85	85	0	0%	100%
Oct.	14th	Tuesday	82	0	82	85	3	4%	96%
Oct.	15th	Wednesday	80	0	80	85	5	6%	94%
Oct.	16th	Thursday	81	0	81	85	4	5%	95%
Oct.	17th	Friday	81	0	81	85	4	5%	95%
Oct.	18th	Saturday	77	0	77	85	8	9%	91%
Oct.	19th	Sunday	80	0	80	85	5	6%	94%
Oct.	20th	Monday	84	0	84	85	1	1%	99%
Oct.	21st	Tuesday	78	0	78	85	7	8%	92%
Oct.	22nd	Wednesday	81	0	81	85	4	5%	95%
Oct.	23rd	Thursday	81	0	81	85	4	5%	95%
Oct.	24th	Friday	78	0	78	85	7	8%	92%
Oct.	25th	Saturday	72	0	72	85	13	15%	85%
Oct.	26th	Sunday	82	0	82	85	3	4%	96%
Oct.	27th	Monday	79	0	79	85	6	7%	93%
Oct.	28th	Tuesday	82	0	82	85	3	4%	96%
Oct.	29th	Wednesday	80	0	80	85	5	6%	94%
Oct.	30th	Thursday	79	0	79	85	6	7%	93%
Oct.	31st	Friday	69	0	69	85	16	19%	81%
Dolores Street			2451	0	2451	2635	184		
Average Per Day			79	0	79	85	6	7%	93%

Shelter: Episcopal Sanctuary

Date			Men	Women	Total	Capacity	Vacant	Vacancy	Occupancy
Oct.	1st	Wednesday	96	60	156	200	44	22%	78%
Oct.	2nd	Thursday	116	62	178	200	22	11%	89%
Oct.	3rd	Friday	98	60	158	200	42	21%	79%
Oct.	4th	Saturday	103	58	161	200	39	20%	81%
Oct.	5th	Sunday	89	56	145	200	55	28%	73%
Oct.	6th	Monday	97	65	162	200	38	19%	81%
Oct.	7th	Tuesday	110	66	176	200	24	12%	88%
Oct.	8th	Wednesday	108	67	175	200	25	13%	88%
Oct.	9th	Thursday	104	66	170	200	30	15%	85%
Oct.	10th	Friday	111	64	175	200	25	13%	88%
Oct.	11th	Saturday	107	68	175	200	25	13%	88%
Oct.	12th	Sunday	113	66	179	200	21	11%	90%
Oct.	13th	Monday	103	67	170	200	30	15%	85%
Oct.	14th	Tuesday	110	64	174	200	26	13%	87%
Oct.	15th	Wednesday	101	60	161	200	39	20%	81%
Oct.	16th	Thursday	102	62	164	200	36	18%	82%
Oct.	17th	Friday	104	59	163	200	37	19%	82%
Oct.	18th	Saturday	102	68	170	200	30	15%	85%
Oct.	19th	Sunday	103	63	166	200	34	17%	83%
Oct.	20th	Monday	108	62	170	200	30	15%	85%
Oct.	21st	Tuesday	103	70	173	200	27	14%	87%
Oct.	22nd	Wednesday	109	65	174	200	26	13%	87%
Oct.	23rd	Thursday	100	50	150	200	50	25%	75%
Oct.	24th	Friday	100	60	160	200	40	20%	80%
Oct.	25th	Saturday	99	66	165	200	35	18%	83%
Oct.	26th	Sunday	96	59	155	200	45	23%	78%
Oct.	27th	Monday	101	69	170	200	30	15%	85%

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Oct. 28th	Tuesday	111	66	177	200	23	12%	89%
Oct. 29th	Wednesday	112	69	181	200	19	10%	91%
Oct. 30th	Thursday	103	67	170	200	30	15%	85%
Oct. 31st	Friday	101	59	160	200	40	20%	80%
Episcopal Sanctuary		3220	1963	5183	6200	1017		
Average Per Day		104	63	167	200	33	16%	84%

Shelter: Hospitality House

Date			Men	Women	Total	Capacity	Vacant	Vacancy	Occupancy
Oct. 1st	Wednesday		29	0	29	30	1	3%	97%
Oct. 2nd	Thursday		30	0	30	30	0	0%	100%
Oct. 3rd	Friday		28	0	28	30	2	7%	93%
Oct. 4th	Saturday		28	0	28	30	2	7%	93%
Oct. 5th	Sunday		29	0	29	30	1	3%	97%
Oct. 6th	Monday		29	0	29	30	1	3%	97%
Oct. 7th	Tuesday		30	0	30	30	0	0%	100%
Oct. 8th	Wednesday		29	0	29	30	1	3%	97%
Oct. 9th	Thursday		29	0	29	30	1	3%	97%
Oct. 10th	Friday		30	0	30	30	0	0%	100%
Oct. 11th	Saturday		30	0	30	30	0	0%	100%
Oct. 12th	Sunday		29	0	29	30	1	3%	97%
Oct. 13th	Monday		30	0	30	30	0	0%	100%
Oct. 14th	Tuesday		29	0	29	30	1	3%	97%
Oct. 15th	Wednesday		30	0	30	30	0	0%	100%
Oct. 16th	Thursday		30	0	30	30	0	0%	100%
Oct. 17th	Friday		29	0	29	30	1	3%	97%
Oct. 18th	Saturday		30	0	30	30	0	0%	100%
Oct. 19th	Sunday		30	0	30	30	0	0%	100%
Oct. 20th	Monday		28	0	28	30	2	7%	93%
Oct. 21st	Tuesday		30	0	30	30	0	0%	100%
Oct. 22nd	Wednesday		29	0	29	30	1	3%	97%
Oct. 23rd	Thursday		30	0	30	30	0	0%	100%
Oct. 24th	Friday		29	0	29	30	1	3%	97%
Oct. 25th	Saturday		29	0	29	30	1	3%	97%
Oct. 26th	Sunday		30	0	30	30	0	0%	100%
Oct. 27th	Monday		29	0	29	30	1	3%	97%
Oct. 28th	Tuesday		29	0	29	30	1	3%	97%
Oct. 29th	Wednesday		30	0	30	30	0	0%	100%
Oct. 30th	Thursday		30	0	30	30	0	0%	100%
Oct. 31st	Friday		26	0	26	30	4	13%	87%
Hospitality House			907	0	907	930	23		
Average Per Day			29	0	29	30	1	2%	98%

Shelter: Lark Inn Youth

Date			Men	Women	Total	Capacity	Vacant	Vacancy	Occupancy
Oct. 1st	Wednesday		22	6	28	40	12	30%	70%
Oct. 2nd	Thursday		22	6	28	40	12	30%	70%
Oct. 3rd	Friday		20	4	24	40	16	40%	60%
Oct. 4th	Saturday		18	4	22	40	18	45%	55%
Oct. 5th	Sunday		24	5	29	40	11	28%	73%
Oct. 6th	Monday		24	5	29	40	11	28%	73%
Oct. 7th	Tuesday		28	7	35	40	5	13%	88%
Oct. 8th	Wednesday		29	7	36	40	4	10%	90%

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Oct.	9th	Thursday	26	6	32	40	8	20%	80%
Oct.	10th	Friday	26	6	32	40	8	20%	80%
Oct.	11th	Saturday	11	4	15	40	25	63%	38%
Oct.	12th	Sunday	24	3	27	40	13	33%	68%
Oct.	13th	Monday	27	8	35	40	5	13%	88%
Oct.	14th	Tuesday	26	8	34	40	6	15%	85%
Oct.	15th	Wednesday	29	0	29	40	11	28%	73%
Oct.	16th	Thursday	27	11	38	40	2	5%	95%
Oct.	17th	Friday	24	6	30	40	10	25%	75%
Oct.	18th	Saturday	23	10	33	40	7	18%	83%
Oct.	19th	Sunday	27	9	36	40	4	10%	90%
Oct.	20th	Monday	26	8	34	40	6	15%	85%
Oct.	21st	Tuesday	27	7	34	40	6	15%	85%
Oct.	22nd	Wednesday	28	7	35	40	5	13%	88%
Oct.	23rd	Thursday	28	8	36	40	4	10%	90%
Oct.	24th	Friday	27	7	34	40	6	15%	85%
Oct.	25th	Saturday	24	5	29	40	11	28%	73%
Oct.	26th	Sunday	25	7	32	40	8	20%	80%
Oct.	27th	Monday	29	10	39	40	1	3%	98%
Oct.	28th	Tuesday	25	11	36	40	4	10%	90%
Oct.	29th	Wednesday	27	8	35	40	5	13%	88%
Oct.	30th	Thursday	26	9	35	40	5	13%	88%
Oct.	31st	Friday	15	1	16	40	24	60%	40%
Lark Inn Youth			764	203	967	1240	273		
Average Per Day			25	7	31	40	9	22%	78%

Shelter: MSC South

Date	Men	Women	Total	Capacity	Vacant	Vacancy	Occupancy
Oct. 1st	277	43	320	340	20	6%	94%
Oct. 2nd	284	44	328	340	12	4%	96%
Oct. 3rd	287	38	325	340	15	4%	96%
Oct. 4th	270	39	309	340	31	9%	91%
Oct. 5th	290	44	334	340	6	2%	98%
Oct. 6th	284	44	328	340	12	4%	96%
Oct. 7th	289	45	334	340	6	2%	98%
Oct. 8th	294	44	338	340	2	1%	99%
Oct. 9th	288	43	331	340	9	3%	97%
Oct. 10th	290	44	334	340	6	2%	98%
Oct. 11th	283	44	327	340	13	4%	96%
Oct. 12th	289	44	333	340	7	2%	98%
Oct. 13th	290	44	334	340	6	2%	98%
Oct. 14th	288	42	330	340	10	3%	97%
Oct. 15th	287	45	332	340	8	2%	98%
Oct. 16th	292	45	337	340	3	1%	99%
Oct. 17th	281	44	325	340	15	4%	96%
Oct. 18th	282	42	324	340	16	5%	95%
Oct. 19th	288	44	332	340	8	2%	98%
Oct. 20th	287	43	330	340	10	3%	97%
Oct. 21st	289	44	333	340	7	2%	98%
Oct. 22nd	285	43	328	340	12	4%	96%
Oct. 23rd	279	40	319	340	21	6%	94%
Oct. 24th	283	44	327	340	13	4%	96%
Oct. 25th	285	44	329	340	11	3%	97%

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Oct. 26th	Sunday	294	45	339	340	1	0%	100%
Oct. 27th	Monday	288	43	331	340	9	3%	97%
Oct. 28th	Tuesday	292	42	334	340	6	2%	98%
Oct. 29th	Wednesday	286	43	329	340	11	3%	97%
Oct. 30th	Thursday	287	45	332	340	8	2%	98%
Oct. 31st	Friday	282	37	319	340	21	6%	94%
MSC South		8870	1335	10205	10540	335		
Average Per Day		286	43	329	340	11	3%	97%

Shelter: Next Door

Date			Men	Women	Total	Capacity	Vacant	Vacancy	Occupancy
Oct. 1st	Wednesday		116	83	199	250	51	20%	80%
Oct. 2nd	Thursday		100	82	182	250	68	27%	73%
Oct. 3rd	Friday		115	82	197	250	53	21%	79%
Oct. 4th	Saturday		102	84	186	250	64	26%	74%
Oct. 5th	Sunday		105	79	184	250	66	26%	74%
Oct. 6th	Monday		113	85	198	250	52	21%	79%
Oct. 7th	Tuesday		98	85	183	250	67	27%	73%
Oct. 8th	Wednesday		102	85	187	250	63	25%	75%
Oct. 9th	Thursday		114	83	197	250	53	21%	79%
Oct. 10th	Friday		133	88	221	250	29	12%	88%
Oct. 11th	Saturday		132	89	221	250	29	12%	88%
Oct. 12th	Sunday		106	84	190	250	60	24%	76%
Oct. 13th	Monday		135	90	225	250	25	10%	90%
Oct. 14th	Tuesday		106	83	189	250	61	24%	76%
Oct. 15th	Wednesday		131	92	223	250	27	11%	89%
Oct. 16th	Thursday		121	87	208	250	42	17%	83%
Oct. 17th	Friday		135	88	223	250	27	11%	89%
Oct. 18th	Saturday		135	92	227	250	23	9%	91%
Oct. 19th	Sunday		136	88	224	250	26	10%	90%
Oct. 20th	Monday		142	93	235	250	15	6%	94%
Oct. 21st	Tuesday		114	79	193	250	57	23%	77%
Oct. 22nd	Wednesday		111	90	201	250	49	20%	80%
Oct. 23rd	Thursday		113	84	197	250	53	21%	79%
Oct. 24th	Friday		133	91	224	250	26	10%	90%
Oct. 25th	Saturday		133	88	221	250	29	12%	88%
Oct. 26th	Sunday		128	93	221	250	29	12%	88%
Oct. 27th	Monday		135	87	222	250	28	11%	89%
Oct. 28th	Tuesday		141	95	236	250	14	6%	94%
Oct. 29th	Wednesday		132	87	219	250	31	12%	88%
Oct. 30th	Thursday		125	91	216	250	34	14%	86%
Oct. 31st	Friday		110	84	194	250	56	22%	78%
Next Door			3752	2691	6443	7750	1307		
Average Per Day			121	87	208	250	42	17%	83%

Shelter: One Fifty Otis

Date			Men	Women	Total	Capacity	Vacant	Vacancy	Occupancy
Oct. 1st	Wednesday		26	0	26	32	6	19%	81%
Oct. 2nd	Thursday		31	0	31	32	1	3%	97%
Oct. 3rd	Friday		31	0	31	32	1	3%	97%
Oct. 4th	Saturday		28	0	28	32	4	13%	88%
Oct. 5th	Sunday		28	0	28	32	4	13%	88%
Oct. 6th	Monday		30	0	30	32	2	6%	94%

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Oct.	7th	Tuesday	32	0	32	32	0	0%	100%
Oct.	8th	Wednesday	32	0	32	32	0	0%	100%
Oct.	9th	Thursday	32	0	32	32	0	0%	100%
Oct.	10th	Friday	29	0	29	32	3	9%	91%
Oct.	11th	Saturday	30	0	30	32	2	6%	94%
Oct.	12th	Sunday	29	0	29	32	3	9%	91%
Oct.	13th	Monday	32	0	32	32	0	0%	100%
Oct.	14th	Tuesday	32	0	32	32	0	0%	100%
Oct.	15th	Wednesday	30	0	30	32	2	6%	94%
Oct.	16th	Thursday	32	0	32	32	0	0%	100%
Oct.	17th	Friday	30	0	30	32	2	6%	94%
Oct.	18th	Saturday	32	0	32	32	0	0%	100%
Oct.	19th	Sunday	32	0	32	32	0	0%	100%
Oct.	20th	Monday	32	0	32	32	0	0%	100%
Oct.	21st	Tuesday	32	0	32	32	0	0%	100%
Oct.	22nd	Wednesday	32	0	32	32	0	0%	100%
Oct.	23rd	Thursday	29	0	29	32	3	9%	91%
Oct.	24th	Friday	31	0	31	32	1	3%	97%
Oct.	25th	Saturday	32	0	32	32	0	0%	100%
Oct.	26th	Sunday	31	0	31	32	1	3%	97%
Oct.	27th	Monday	30	0	30	32	2	6%	94%
Oct.	28th	Tuesday	31	0	31	32	1	3%	97%
Oct.	29th	Wednesday	28	0	28	32	4	13%	88%
Oct.	30th	Thursday	26	0	26	32	6	19%	81%
Oct.	31st	Friday	30	0	30	32	2	6%	94%
One Fifty Otis			942	0	942	992	50		
Average Per Day			30	0	30	32	2	5%	95%

Shelter: Providence

Date			Men	Women	Total	Capacity	Vacant	Vacancy	Occupancy
Oct.	1st	Wednesday	89	12	101	125	24	19%	81%
Oct.	2nd	Thursday	88	15	103	125	22	18%	82%
Oct.	3rd	Friday	94	14	108	125	17	14%	86%
Oct.	4th	Saturday	88	4	92	125	33	26%	74%
Oct.	5th	Sunday	97	15	112	125	13	10%	90%
Oct.	6th	Monday	91	15	106	125	19	15%	85%
Oct.	7th	Tuesday	105	15	120	125	5	4%	96%
Oct.	8th	Wednesday	110	9	119	125	6	5%	95%
Oct.	9th	Thursday	108	15	123	125	2	2%	98%
Oct.	10th	Friday	106	14	120	125	5	4%	96%
Oct.	11th	Saturday	103	15	118	125	7	6%	94%
Oct.	12th	Sunday	112	13	125	125	0	0%	100%
Oct.	13th	Monday	108	12	120	125	5	4%	96%
Oct.	14th	Tuesday	111	12	123	125	2	2%	98%
Oct.	15th	Wednesday	111	12	123	125	2	2%	98%
Oct.	16th	Thursday	114	11	125	125	0	0%	100%
Oct.	17th	Friday	102	12	114	125	11	9%	91%
Oct.	18th	Saturday	115	10	125	125	0	0%	100%
Oct.	19th	Sunday	115	10	125	125	0	0%	100%
Oct.	20th	Monday	111	10	121	125	4	3%	97%
Oct.	21st	Tuesday	105	13	118	125	7	6%	94%
Oct.	22nd	Wednesday	111	13	124	125	1	1%	99%
Oct.	23rd	Thursday	113	12	125	125	0	0%	100%

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Oct.	24th	Friday	112	12	124	125	1	1%	99%
Oct.	25th	Saturday	111	13	124	125	1	1%	99%
Oct.	26th	Sunday	111	13	124	125	1	1%	99%
Oct.	27th	Monday	112	13	125	125	0	0%	100%
Oct.	28th	Tuesday	112	13	125	125	0	0%	100%
Oct.	29th	Wednesday	115	10	125	125	0	0%	100%
Oct.	30th	Thursday	90	9	99	125	26	21%	79%
Oct.	31st	Friday	87	7	94	125	31	25%	75%
Providence			3257	373	3630	3875	245		
Average Per Day			105	12	117	125	8	6%	94%

	Men	Women	Total	Capacity	Vacant	Vacancy	Occupancy
Grand Totals	24174	6999	31173	34627	3454		
Average Per Day	780	226	1006	1117	111	10%	90%