



City and County of San Francisco  
**Shelter Monitoring Committee**

**Shelter Monitoring Committee Quarterly Report  
 February 17, 2010**

**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 21 visits in the last two quarters, from July 1, 2009 to December 31, 2009. This is the lowest number of site visits conducted by the Committee since it was fully seat and staffed in July 2006. As of July 2007, City & County of San Francisco's Ordinance requires the Committee to conduct a minimum of four visits per site. During this reporting period, the Committee was only in compliance with that ordinance with 33% of the sites; a total of 13 sites will require at least 3 or more site visits in the next two reporting quarters. In addition, one third, 33% of the sites did not receive a site visit and a completed site report. There are three main factors in the lack of site visits by completed by the Committee: 1) there are currently three vacancies within the Committee; the exact number of an inspection team; 2) site visits are being conducted but site visits forms are not being submitted to staff in a timely fashion; and 3) when a site visits cannot be conducted based on scheduling by Committee Members, Committee staff is not notified in a timely fashion

<b>Shelter and Resource Centers</b>	<b>Number of Visits</b>
150 Otis Shelter	0
Bethel AME Winter Family Shelter	0
Compass Family Center	1
Dolores Street Community Services-Santa Ana Shelter	0
Dolores Street Community Services-Santa Maria/Santa Marta	1
Hamilton Family Shelter	0
Hospitality House	0
Interfaith Winter Shelters	1
Lark Inn	2
Mission Neighborhood Resource Center	1
Multi Service Center South Drop In	2
Multi Service Center South	2
Next Door	4
Oshun Drop In Center	0
Providence	3
Saint Joseph's Family Shelter	1
Sanctuary	2
United Council aka Mother Brown's	1
<b>Total Number of Visits</b>	<b>21</b>

so that they may either act as back up or complete the site visit themselves. In order to remedy the lack of completed site visits by the Committee, the Committee will:

**Please note these are staff suggestions-this section of the report should be populated with suggestions from the Committee**

- Staff will act as roving team members on a weekly basis to ensure visit compliance
- Members unable to conduct site visits on a monthly basis will receive counsel from Committee Officers and their appointing body will be notified if the Member is still unable to conduct a minimum of three visits a quarter

### ***Shelter Conditions***

During seven visits to the Episcopal Community Service shelters, both Next Door and Sanctuary, Committee Members were either unable to verify there was toilet paper available for clients or noted that there was no toilet paper for clients. During an August 2009 visit at Next Door, the Committee noted that showers lacked privacy curtains and that the men's ADA shower was non-operational. There have been vast improvements with staff identification; only four of the site visits conducted documented staff not wearing identification. At each visit at MSC South shelter and Drop In Center, the bathrooms were noted as being clean and fully stocked.

### **Turn Away Report**

Committee staff collected turn away data in October and November of 2009. This is the second Turn Away Count conducted by the Shelter Monitoring Committee. Committee staff observed the reservation process and outcomes and three CHANGES reservation locations, Glide Drop-In Center, Mission Neighborhood Resource Center, and 150 Otis. In addition, the Committee surveyed 34 of the 166 clients who sought reservations at the three locations on the three separate days, October 21, November 2, and November 12, 2009. In the 2008 Count, the Committee consistently noted a lack of sleeping unit availability for clients. In the 2009 Count, covering October and November, the Committee noted that sleeping units were available for clients; however, there was a lack of tokens making accessing shelters, some of which were four miles away, challenging for clients.

### **Data Collected**

- 71% of all individuals seeking a reservation received one-up from 32% reported in 2008
- 53% of reported reservations were for less than 7 days-down from 60% reported in 2008
- 47% of those surveyed stated that their reservations were consistently less than 7 days
- Providence shelter sleeping units were available at the beginning and the end of each CHANGES reservation location shift
- There were no tokens available at any of the three CHANGES reservation locations in 2008 and in 2009; some shelters are two to four miles away from the CHANGES reservation locations
- 32% of those surveyed stated they had to wait a day or longer for a reservation
- 41% of those surveyed stated they waited less than 6 hours for a reservation

### **Recommendations**

- For shelter reservations to be viable for clients, CHANGES reservation locations should offer the client two tokens for transportation to and from the shelter on the initial night of the reservation, particularly those shelters that are 1.5 miles away from the CHANGES reservation location

- Vacancy Reports generated by the Human Service Agency should include what type of sleeping unit was left vacant, e.g. CAPP sleeping unit, Resource Center, etc., and when that unit became vacant so that the lack of access to these units can be further investigated and action taken to ensure they are utilized
- Reservations that are for less than 7-days should be available by 6:00 pm each night to ensure that a client is not waiting for a sleeping unit for a longer period of time than s/he would actually be using it to sleep on, e.g. waiting one day for a 1-day reservation
- Turn away counts should be conducted each quarter by the Shelter Monitoring Committee and the Local Homeless Coordinating Board as agreed upon in the May 2008 Shelter Enrichment Report. Each body should conduct a count during alternating quarters.
- Reports should be generated through CHANGES should report on the number of 7-day and 1-day reservations made each day and at what time those reservations were available
- Access improvements to ensure City & County of San Francisco compliance with the Standards of Care, specifically Standard 13 which requires that shelter facilities are available for clients to obtain 8 hours of sleep and Standard 29 which requires that all shelter reservations be for a minimum of 7 days
- An Information Request is submitted by the Shelter Monitoring Committee to the Human Services Agency to verify the number of reservations made by each of the CHANGES reservation locations within this report, e.g. 150 Otis on November 2, 2009, and the length of each of those reservations.

### **Information Requests**

The Committee submitted three requests for information to Human Services Agency. These requests focused on the impact on the July 2009 new shelter reservation policy, token distribution for clients, and the number of sleeping units within the Single Adult Shelter System. The information provided by the City departments allows the Committee to both respond to clients' requests with accurate information and in the development of the

### **Membership**

There are currently three vacancies on the Shelter Monitoring Committee.