



City and County of San Francisco

# Shelter Monitoring Committee

Shelter Monitoring Committee  
Policy Subcommittee Committee

## **Terms of Reference: Encouraging the Maximization of Shelter Utilization and Access.**

Whereas, the City and County of San Francisco wishes to address the issue of chronic homelessness and to provide the best quality care to its most vulnerable citizens at their time of need; and

Whereas, the City and County of San Francisco has through the SMC legislation enacted by Ordinance 283-04 to document 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. The Committee shall provide the Mayor, the Board of Supervisors, the Local Homeless Coordinating Board, the public, and any other appropriate agency with accurate, comprehensive information about the conditions in and operations of shelters, as well as City policies in place that affect operations of shelters or their impact on shelter clients.

Whereas, the Committee is mandated to prepare and submit quarterly reports that shall include, but not be limited to, information on the following: safety in the shelter, cleanliness in the shelter, disability access to and within the shelter, family life in the shelter, a review of policies and procedures in place at the shelter, and any information received regarding the treatment and personal experiences of shelter residents. The reports shall also include recommended action steps for the shelter and for the City department that contracts for services at the shelter; and

Whereas, The Committee may issue emergency reports at any time it deems necessary. The reports shall be provided to: 1) the Mayor, 2) the Board of Supervisors, 3) the Local Homeless Coordinating Board, 4) the appropriate City department responsible to take action, 5) the City department that contracts for services at the shelter, 6) the shelter under review, and 7) the public. These reports shall be public documents. Any City department identified in the reports as responsible to take action shall, within 30 days of issuance of the reports, provide to the Board of Supervisors a departmental report setting forth how the department intends to respond to the Committee's recommendations.

Whereas, the issue of shelter beds utilization and vacancies has been of great concern to the committee over the past year; and

Whereas, the SMC is desirous to play its pivotal role in recommending a course of action

NOW Therefore, the Committee

Mandates the Sub-policy Committee to research, investigate, and issue a recommendation of ways to increase Shelter Utilization and Access

Recognizes the great work that has already been completed under SAW I and II, including advocacy for the removal of barriers to transportation, storage and language access, increasing shelter capacity and the creation set-aside beds, improving the functionality and reliability of the CHANGES system and;

Affirms the role played by HSA in ensuring that the maximization of shelter utilization is priority

TO these ends-

The Committee shall work with HSA to understand the process of Shelter beds Reservation and Extensions; Investigate impediments to accessing transportation services and the challenges faced by partner organizations in ensuring their shelters are filled to capacity

Recommend to the Board of Supervisors, HSA and other relevant city agencies (1) Ways to Increase Access to Shelter Beds (2) Best methods in ensuring that Shelter beds are utilized (3) Promoting Access to Shelters