



City and County of San Francisco

Shelter Monitoring Committee

Proposed Changes to Site Visit Procedures

Trainings

- **Current site visit form:**
 - Standard 2: Has the staff received de-escalation training?
 - Standard 31: Has the staff received Cultural Competency training?
- **Issue:** Standards of Care require that these trainings be provided to shelter staff on an annual basis. Currently, Committee members are asking for this question on each quarterly visit. Front line staff do not normally have access to training records, so Committee staff must follow-up with shelter management. This delays how quickly site visit forms can be processed and sent to the site. In addition, the Standards of Care require that staff receive additional trainings beyond de-escalation and Cultural Competency, including Hand Washing and Disease Prevention, Food Handling and Storage, Emergency Disaster procedures, etc.
- **Proposed change:** Remove these questions from site visit forms and have Committee staff verify with shelter management that required trainings were provided to shelter staff two times per year. Committee staff will contact shelter management in the 1st and 3rd Quarters of each fiscal year to ask for proof of all required trainings.

Shelter Facility

- **Current site visit form:** Are all clients being given 1 blanket, 2 sheets, 1 pillow and 1 pillowcase? (Standard 12)
- **Issue:** Committee members cannot enter the rooms at family shelters to verify if all clients are being given required bedding and linens.
- **Proposed change:** At family shelters, have Committee members check shelter storage to ensure that there are enough bedding and linens available for shelter clients.
- **Current site visit form:** Are electric outlets available to clients? How many outlets are there? (Standard 16)
- **Issue:** There is no requirement for shelters to provide a specific number of electrical outlets to clients.
- **Proposed action:** Change question to ask, “Do clients have access to electrical outlets to charge cell phones and other durable medical equipment?”

Shelter Staff

- **Current site visit form:** Are there any English/Spanish speaking staff currently on duty? (Standard 22)
- **Issue:** Standard 22 requires that sites “Provide at least one front line staff at each site that is bilingual English and Spanish”, but does not state that bilingual staff be available during all shelter hours.
- **Proposed change:** Change site visit question to state, “Are there any bi-lingual English/Spanish speaking front-line staff employed by this site?” to more accurately reflect the requirements under Standard 22.