



**City and County of San Francisco  
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.

**What we do:**

- Conduct site inspections
- Take complaints through community outreach, a hotline, e-mail, and walk-in hours
- Write reports with recommendations to the Mayor's Office and Board of Supervisors
- Investigate Standard of Care complaints

**What we don't do:**

- Oversee shelters or resource centers
- Make shelter reservations
- Provide advocacy and counseling services

**Please contact us!**

- By phone, 415.255.3642
- By e-mail, [shelter.monitoring@sfgov.org](mailto:shelter.monitoring@sfgov.org)
- By mail, 1380 Howard St., 1<sup>st</sup> Floor, San Francisco, CA 94103
- Drop-in hours, Monday, Tuesday, Thursday, and Friday, 9:00 AM to 12:00 Noon, 1380 Howard, 1<sup>st</sup> Floor @ 10<sup>th</sup> Street
- Monthly meetings held at City Hall, Room 408, at 10:00 AM, the third Wednesday of the each month \* locations may change; check the web-site for meeting dates
- [www.sfgov.org/sheltermonitoring](http://www.sfgov.org/sheltermonitoring)

**Resource List for Homeless Clients in San Francisco**

**Advocacy**

Coalition on Homelessness, 468 Turk St, 415.346.3740  
Shelter Advocates, 468 Turk St., 415.346.7685

**Discrimination Complaints**

Human Rights Commission, 25 Van Ness Ave., 8<sup>th</sup> Floor, 415.252.2500

**Domestic Violence Prevention**

W.O.M.A.N, Inc., 415.864.4722

**Family Services**

Connecting Point, 888.811.SAFE  
Homeless Prenatal Program, 2500 18<sup>th</sup> St., 415.546.6756

**Health Services**

Tom Waddell Health Center, 50 Ivy St., 415.355.7400

**Legal Services**

Homeless Advocacy Project (HAP), 1360 Mission St., 2<sup>nd</sup> Floor, 415.575.3130

**Counseling and Mental Health Services**

Mental Health Access, 888.246.3333

**Queer and Transgender Services**

Community United Against Violence, 415.333.HELP

**Senior Services**

Canon Kip Senior Center, 705 Natoma St., 415.861.6801

**Sexual Assault Prevention**

San Francisco Women Against Rape, 415.647.7273

**Shelter and Resource Center Locations**

Call 311

**Substance Abuse**

Substance Abuse Treatment Access 800.750.2727

**EACH SITE LISTED ABOVE HAS DIFFERENT WALK-IN HOURS-PLEASE CONTACT THE AGENCY BEFORE GOING TO ENSURE BEST SERVICE.**

**FOR A COMPLETE RESOURCE LIST, YOU CAN VIEW ON-LINE, GO TO SFHOMELESS.NET**