



City and County of San Francisco

Shelter Monitoring Committee

Quarterly Report to Board of Supervisors and the Mayor's Office

October 20, 2010

Executive Summary

Shelter Site Visits

The inspection teams conducted 21 visits in the first quarter, from July to September 30, 2010. All but one site were inspected at least once during this quarter. The Committee utilized new methodology when conducting inspection incorporating the changes to the Standards of Care legislation.

Standards of Care

There were 21 Standard of Care complaints filed in the first quarter. The Committee also conducted three investigations and forwarded to the Department of Public Health for investigation with documentation of violations Standards.

Policy Recommendations

More Case Management-There is approximately 1134 single adults in the shelter system and 11 case managers. The Committee recommends that the ratio client to case manager be set, at minimum, from 1 case manager for every 50 clients, as recommended in the 2008 Shelter Enrichment Report co-authored by the Local Homeless Coordinating Board and the Shelter Monitoring Committee. To ensure equal access to case management, there should be case management available at each site.

Tokens-All non-CAAP clients should be eligible for tokens when any initial reservation is made in the CHANGES system to ensure the client gets to their reservation on time and has the necessary transport to arrive in time for meals, shower services, etc. Currently, the Human Services Agency allots 1250 tokens a month. Based on the number of clients in the system, 1134, that amount would mean that each client would be eligible for one token a month.

Measuring Vacancies-The Human Services Agency and other bodies, such as the Shelter Monitoring Committee, need a tool which allows them to document when each sleeping unit in the system is available for reservation and what sleeping units are not used, e.g. CAAP beds, during a night.

Trainings- Additional resources are needed to ensure each site has 80% compliance with all Standard of Care training requirements.

Membership

All seats on the Shelter Monitoring Committee are up for reappointment in November. Currently, the 13-member body has nine members. Four seats are currently vacant. The Committee

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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 from July to September 30, 2010. All but one site, Oshun, were inspected.

The Committee utilized an amended Standard of Care methodology to conduct inspections. The changes to inspection data collected and observed include: noting how soap is made available at sites; ensuring that each site has overview materials, in English and Spanish, on the services at each site and where to access services that are not provided on-site, e.g. case management; ensure no smoking in shelters and all sites adhere to Article 19F of the Health Code. At no time did any site inspection team forward a Standard of Care violation to the site at the time of the inspection.

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

Health and Hygiene

The Committee continues to focus on health and hygiene standards, specifically the need for client access to soap, towels, toilet paper, and a clean site. Multiple Services Center South was inspected three times in the quarter and, with one exception, the site consistently had stocked bathrooms and working facilities.

Americans with Disabilities Act

Sites still require additional information about accommodating clients with service and companion animals. There were improvements at sites with staff being able to identify which staff person was the ADA coordinator. However, the Committee needs to continue to track this information.

Staff

The site inspections teams have failed to consistently interview 10% of the client population to determine adherence to Standards 1 and 2. The second quarter will focus on conducting surveys at shelters with clients.

Standard of Care

There were 21 Standard of Care complaints filed in the past quarter from July to September 30, 2010. The table below provides a breakdown of the number of complaints per site:

Site	Number of Complaints
Dolores Street Community Services	1
Mission Neighborhood Resource Center	1
Multi Service Center South	6
Multi Service Center South Drop In	1
Next Door	5
Oshun	1
Sanctuary	6

Categories

The 31 Standards of Care are divided into four categories: staff, ADA, Health & Hygiene, and Facility & Access.

Staff

The staff category refers to five Standards that focus on how the client is treated at the site and by staff, including how staff identifies themselves through the use of photo identification or name tags and the amount of training they have received. Some examples of complaints received this quarter are: shouting at clients; not explaining procedures; and not investigating complaints of client harassment against other clients.

Americans with Disabilities Act (ADA)

The ADA category refers to Standard 8 and the majority of complaints in this category focus on either a lack of or a denial of access through an accommodation request or a facility problem. Some examples of complaints received this quarter were the lacking of working facilities, specifically ADA showers, and the lack of accommodations for services, including bed rest.

Health & Hygiene

This category refers to eight Standards, from providing toilet paper in the stalls to posting menus. This quarter several clients complained about the lack of soap and towels in bathrooms, specifically Next Door and Sanctuary.

Facility & Access

Seventeen Standards make up this category. The two areas complaints focused on this quarter were the lack of notices noting when a repair would happen and acknowledge the broken item as well as the lack of secure storage.

Investigations

This quarter, the Committee conducted three investigations as follow up to 13 individual complaints. The investigations were conducted at Next Door and Sanctuary. The investigations confirmed, through photo documentation and interview with staff and clients, Standard of Care violations. At this time, Episcopal Community Services has submitted thorough responses to two of the three investigations outlining what changes have been made and will be made in on-site policies. At this time, the Department of Public Health has submitted two investigations to the Committee. DPH did not find the sites in violation of the Standards of Care.

Training

Committee staff has conducted seven site trainings at shelters reviewing the Standard of Care methodology and the July 2010 changes to the Standard of Care legislation.

Information Request

The Committee made 15 Information Request over the past quarter, with a focus on information regarding the Committee's on-going policy recommendations: more case management, increase in token distribution, ability to utilize CHANGES data, and training for sites. The information received is captured within the policy recommendations section.

Shelter System Policy Recommendations

More Case Management-There is approximately 1134 single adults in the shelter system of which 874 (77%) are sheltered at the three large shelters, MSC South, Next Door, and Sanctuary. None of these large shelters have direct case management available to clients. The Human Services Agency Reports that there are 11 case managers in the single adult shelter system. Six of these are for the clients sheltered at the smaller sites, e.g. Dolores Street Community Services and three are for the youth shelter, Lark Inn, which provides services to 40 clients. MSC South indicated at the September 2010 meeting that their case managers are on site to refer clients to the SF START roving case management team of which there are 7 full-time and 2 part-time case managers. The Committee recommends that the ratio client to case manager be set, at minimum, from 1 case manager for every 50 clients, as recommended in the 2008 Shelter Enrichment Report co-authored by the Local Homeless Coordinating Board and the Shelter Monitoring Committee. Additionally, that case management be defined to ensure that clients can receive the same type of services at each shelter. In a fiscal crisis, case management services are essential to ensure that clients have an individual helping them navigate out of homelessness into housing, employment, education, or other necessary services.

Tokens-All non-CAAP clients should be eligible for tokens when any initial reservation is made in the CHANGES system to ensure the client gets to their reservation on time and has the necessary transport to arrive in time for meals, shower services, etc. Currently, the Human Services Agency allots 1250 tokens a month. Based on the number of clients in the system, 1134, that amount would mean that each client would be eligible for one token a month. There are other City & County of San Francisco programs such as PAES that provide transportation, but the Committee has determined through site visits and client interviews that the lack of transportation to a site is at times the reason a client refuses shelter.

Measuring Vacancies-To be better able to determine shelter need, the City & County of San Francisco should have data that includes what types of sleeping units are vacant, e.g. resource bed or Care Not Cash, when the sleeping unit became vacant, and where the majority of reservations are made for client and at what times. Additionally, information such as the period

on Care Not Cash before reaching housing and the length of any clients stay in shelter would provide the City & County of San Francisco with important information in making policy recommendations and creating change to house more San Franciscans.

Training – Sites need to be provided with additional resources to receive training and training modules to be better described to ensure SOC compliance. The Shelter Training Manual provides an overview of essential training components not only for SOC compliance but with information on how to improve shelter conditions. However according to data provided by the Human Services Agency, only one site, Dolores Street Community Services, utilized the Shelter Training Manual to train its staff. The Committee believes that other sites have also used this resource but that information was either not tracked or not provided to the Committee. The City & County of San Francisco should look to an 80% training compliance for all SOC training components. For a more through breakdown, please see the Table 3 below.

Training Type	Date	Shelter	# of Staff Attending Training	# of Clients
		Dolores Street Community Services		
Shelter Health	Jul-09	Dolores Street Community Services	2	85
Shelter Grievance	Jul-09	Dolores Street Community Services	1	85
Reasonable Accommodations for People with Disabilities	Sep-09	Dolores Street Community Services	7	85
Cultural Competency-SM	Oct-09	Dolores Street Community Services	11	85
Customer Service-SM	Oct-09	Dolores Street Community Services	11	85
Ethics-SM	Nov-09	Dolores Street Community Services	11	85
De-escalation-SM	Nov-09	Dolores Street Community Services	11	85
Seniors-SM	Nov-09	Dolores Street Community Services	11	85
Effective Communication-SM	Dec-09	Dolores Street Community Services	11	85
Mental Health-SM	Dec-09	Dolores Street Community Services	11	85
First Aid/AED	Feb-10	Dolores Street Community Services	7	85
Customer Service Training	Mar-10	Dolores Street Community Services	10	85
CPR	Mar-10	Dolores Street Community Services	1	85
Shelter Grievance	Mar-10	Dolores Street Community Services	2	85
Mental Health Training	Mar-10	Dolores Street Community Services	15	85
Training Type	Date	Shelter	# of Staff Attending Training	# of Clients
		ECS-Next Door & Sanctuary		
Harassment Prevention for Managers	July 2009-December 2009 (7 training in total)		23*	534
De-escalation Training Level I	Sep-09	ECS	20*	534
HIPAA	Sep-09	ECS	4*	534
Effective Communication Skills	Sep-09	ECS	35	534
HIV Training	Sep-09	ECS	17	534
Domestic Violence	Sep-09	ECS	9	534

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Universal Precautions	Sep-09	ECS	2*	534
Transgender/Cultural Sensitivity	Oct-09	ECS	9	534
Professionalism	Oct-09	ECS	19	534
Substance Abuse Training	Oct-09	ECS	3	534
Crisis Prevention	Oct-09	ECS	6	534
Cultural Competency	Oct-09	ECS	26	534
Harassment Prevention	Oct-09	ECS	5*	534
Mental Health 101	Oct-09	ECS	28	534
DOPE/Overdose	Oct-09	ECS	5	534
Crisis Intervention	Oct-09	ECS	7	534
Shelter Training-New Hires	Nov-09, Jan-10, and Feb-10	ECS	28	534
De-escalation Training Level I	Dec-09	ECS	21*	534
Shelter Grievance Training	Feb-10	ECS	3	534
De-escalation Training Level II	Mar-10	ECS	9	534
Shelter Grievance Training	Mar-10	ECS	2	534
Harm Reduction	Mar-10	ECS	12	534
Training Type	Date	Shelter	# of Staff Attending Training	# of Clients
		Central City Hospitality House		
Staff Self Care	Jul-09	CCHH	30	30
Dialectical Behavioral Therapy Overview	Aug-09	CCHH	30	30
Elimination of Transgender Workplace Bias	Sep-09	CCHH	30	30
Cultural Competency for Serving Transgender Clients	Oct-09	CCHH	30	30
Staff Self Care	Dec-09	CCHH	30	30
HIPAA & Confidentiality Overview	Jan-10	CCHH	30	30
Harm Reduction Overview	Mar-10	CCHH	30	30
Conflict Prevention Training	Mar-10	CCHH	30	30
Training Type	Date	Shelter	# of Staff Attending Training	# of Clients
		Larkin Street Youth Shelter		
Urban Gangs	Aug-09	Larkin Street Youth Shelter	2	40
Substance Abuse in Youth	Aug-09	Larkin Street Youth Shelter	1	40
Crisis Intervention	Sep-09	Larkin Street Youth Shelter	6	40
Self Care/Boundaries	Sep-09	Larkin Street Youth Shelter	3	40

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Shelter Grievance Training	Oct-09	Larkin Street Youth Shelter	1	40
Recognizing Signs of Suicide/Depression	Oct-09	Larkin Street Youth Shelter	1	40
Grief & Loss	Nov-09	Larkin Street Youth Shelter	1	40
Harm Reduction Principles	Dec-09	Larkin Street Youth Shelter	1	40
Motivational Interviewing	Jan-10	Larkin Street Youth Shelter	4	40
Child Abuse Reporting	Feb-10	Larkin Street Youth Shelter	13	40
Counter transference Issues in Working with Youth	Mar-10	Larkin Street Youth Shelter	3	40
Training Type	Date	Shelter	# of Staff Attending Training	# of Clients
		MSC South		
Working With Homeless Seniors	Jul-09	MSC South	16	340
Emergency Response Training	Jul-09, Aug-09, Sep-09, & Oct-09	MSC South	35	340
Cultural Competency-Transgender	Aug-09	MSC South	16	340
MEDIC First Aid	Sep-09	MSC South	15	340
Shelter Health Training	Oct-09	MSC South	18	340
Effective Communications	Nov-09, Dec-09, & Mar-10	MSC South	84	340
Shelter Grievance	Dec-09	MSC South	17	340
Client Surveys & Employment Rules	Jan-10	MSC South	51	340
Dialectical Behavioral Therapy Overview	Mar-10	MSC South	5	340
CPR/AED	Mar-10	MSC South	4	340
Harm Reduction	Mar-10	MSC South	2	340
Training Type	Date	Shelter	# of Staff Attending Training	# of Clients
		Providence		
Environmental Health	Jul-09	Providence	8	105
Medical Detox	Aug-09	Providence	15	105
Psychopharmacology	Sep-09	Providence	18	105
De-Escalation Level 1	Oct-09	Providence	18	105
Homeless Youth	Nov-09	Providence	18	105
TB Prevention	Jan-10	Providence	18	105
De-Escalation Level 2	Feb-10	Providence	16	105
Sexual Harassment	Feb-10	Providence	4	105

Table 3: Staff Training, July 2009-June 2010, Single Adult Shelters

The focus of complaints from clients has fallen within the Single Adult Shelter system, which is why the chart above was completed. In the Appendix, please find the training logs for the three family shelters.

Membership

All seats on the Shelter Monitoring Committee are up for reappointment on November 23, 2010. Currently, the 13-member body has nine members. Four seats are currently vacant. The Board of Supervisors appoints Members to six of the seats; the Mayor's Office appoints three of the seats; and the Local Homeless Coordinating Board appoints four of the seats.

Appendix

The following training lists provide an overview of the training received by staff in the Family Shelter system.



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DATA COLLECTION SHEET regarding Shelter Staff Training
For Period from April 1, 2010 through June 30, 2010

Agency Name: St. Joseph's Family Shelter-Occupancy 20 Families

Address where services provided: 899 guerrero st., SF,CA 94110

Information collected by: Jose Landaverde, Program Manager

Contact Telephone Number (for questions):(415) 550-4478 ext. 242

Staff Training Information - ALL staff training

Date of Training:	Title of Training:	Location of Training	Number of Staff Attending:
5/10/2010	Shelter Grievance Training	1650 Mission St. Event Center at St.Mary's	1
5/21/2010	Safe Start Child Abuse Prevention Training	1650 Mission St.	3
6/10/2010	Shelter Grievance Training	Fort Mason hosted by GG regional center	1
4/30-5/3-5/10	Embracing the parent -child relationship in your worked families (3 days training)		

HAMILTON FAMILY RESIDENCE AND EMERGENCY CENTER

Date of Training:	Type of Training:	Location of Training	Number of Staff Attending:
July 15, 2009	prevention through Self Care	260 Golden Gate	14
July 21, 2009	Time Management with Mission in Mind	Compass-SF	1
August 12, 2009	Each One Teach One, Special Needs Inclusion Project	260 Golden Gate	7
August 13, 2009	Supervision: Helping People Succeed	Compass-SF	1
August 14, 2009	Gamily Support Standards Certification--SFFSN	260 Golden Gate	1
August 24, 2009	TCM Time Survey Training	CalWorks	4
August 26, 2009	Endings with Clients, Erin Glassman	260 Golden Gate	9
August 27, 2009	Non Profit Day, CompassPoint	Compass-SF	4
August 28, 2009	Grievance Stats Training, DHS	DHS--SF	4
September 1, 2009	Online Mandated Reporter General Training, UC Davis Extension	Online	4
September 2, 2009	Powerful Non Defensive Communication, CompassPoint	Compass-SF	1
September 23, 2009	Special Needs Inclusion Project	260 Golden Gate	6
October 19, 2009	Standards of Care Health Training	Memorial Glide	10
October 26, 2009	Standards of Care Health Training	Memorial Glide	10
October 26, 2009	Shelter Grievance Policy Training, DHS	DHS	1
November 25, 2009	Tis the Season: Coping with the Holidays	260 Golden Gate	7
December 1, 2009	JVS Employment Training	JVS	1
December 11, 2009	SF CARD: Personal Preparedness	260 Golden Gate	1
January 12, 2010	SF Card: Emergency Preparedness	165 8th Street-SF	1
January 12, 2009	Department of Public Health: Shelter Health Training	Memorial Glide	4
January 14, 2010	SF CARD: H1N1 Training	260 Golden Gate	12
January 19, 2010	Department of Public Health: Shelter Health Training	Memorial Glide	4
January 27, 2010	Basic Counseling Skills	260 Golden Gate	6
February 2, 2010	Self Care Training	685 Mission SF	3
February 16, 2010	Edgewood: Structure and Organization	260 Golden Gate	7
March 5, 2010	SF Card: Emergency Operations Center	EOC--165 8th SF	1
March 11, 2010	SF CARD: Personal Preparedness	260 Golden Gate	13
March 12, 2010	The Forgotten Population: Harm Reduction Coalition	1440 Broadway, Oakland	1
March 15, 2010	SF Environment: Waste Management	260 Golden Gate	11

March 17, 2010	Edegewood: Expectations	260 Golden Gate	9
March 19, 2010	SF CARD: Personal Preparedness	260 Golden Gate	2
March 25, 2010	Harm Reduction: Recovery Model	1111 Gough St. SF	5
March 25, 2010	Harm Reduction Coalition: Crack Use & Harm Reduction	1440 Broadway, Oakland	1

Connecting Point

Date of Training:	Type of Training:	Location of Training	Number of Staff Attending:
7/16/2009	Westside Mental Health Tour and Training	245 11th St.	2
7/16/2009	Family Support Network -WIC and School Lunch	211 Main St.	1
7/20/2009	Shelter Grievance Training	1650 Mission	1
7/21/2009	Excel Training	Compass Point	1
7/22/2009	Law Enforcement Policy Training	77 Otis	1
7/28/2009	Mobile Crisis Tour and Training	Mobile Crisis Office	2
8/12/2009	Mission Mental Tour and Training	Mission Mental Health Office	2
8/14/2009	Motivational Interviewing Training	995 Market St.	10
8/29/2009	Shelter Grievance Report Training	77 Otis	1
9/2/2009	Non-Defensive Communication Training	Compass Point	1
9/14/2009	Westside CalWORKs Tour and Training	Westside CalWORKS office	2
9/15/2009	HUD Webinar	Internet	1
9/24/2009	Family Support Network -Training on SFUSD	Pier 1	1
9/23/2009	Westside Mental Health Tour and Training	245 11th St.	2
10/2/2009	Nonviolence Conflict Resolution	995 Market St.	7
10/2/2009	St. Anthony's Social Work Center Tour & Training	St. Anthony's Foundation	7
10/6/2009	Sexual Harassment Training	101 California St.	1
10/13/2009	Positive Parenthood Program Training	995 Market	7
10/20/2009	CalWORKs/CPS Training	77 Otis	3
10/22/2009	CPS Mandated Reporters Training	995 Market St.	5
10/30/2009	Providence Family Winter Shelter Tour & Training	916 Laguna St	6
10/30/2009	Oshun Center Tour and Training	211-13th St.	6
11/9/2009	SF Family Support Network Training	Pier 1	2
11/13/2009	MSC South Tour and Training	525-5th Street	7
11/13/2009	Season of Sharing - HPRP Training	St. Anthony's Foundation	8
11/17/2009	Next Door Site Visit and Training	1001 Polk St.	8
12/4/2009	Hamilton Family Residence Tour and Training	260 Golden Gate	6
1/12/2010	Shelter Network presentation	995 Market, 6th fl	10
1/13/2010	Sexual Harrassment	995 Market, 6th fl	1

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1/14/2010	CCCYO rental assistance	995 Market, 6th fl	10
1/21/2010	SF Family Support Network training on public benefits for immigrant families	United Way 221 Main St, Suite 300	3
2/23/2010	Compass Point re self care	835 Market St, 6th flo	1
2/26/2010	Compass Point re tough case management cases	995 Market, 6th fl	1
2/26/2010	Standards of Care	Pier 1	2
3/11/2010	presentation by Eviction Defense Collaborative staff re eviction process	995 Market, 6th fl	8
3/11/2010	tour of Bay Area Rescue Mission site and services	224 Macdonald Avenue, Richmond	8
3/11/2010	presentation of Salvation Army services, by Lead Case Manager Jane Nahass	995 Market, 6th fl	8



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