



City and County of San Francisco
Shelter Monitoring Committee

Amendment to Shelter Monitoring Committee Policies and Procedures

Repeat Client Complaints and Site Visit Infractions

- If the same Standard of Care infraction is noted at a shelter for 3 or more visits in 1 calendar year, Committee staff shall notify the Committee, HSH and the shelter provider. Committee staff will also request that the provider submit a written response addressing the repeat infractions within 7 days of receiving this notification.
- If three or more shelter clients submit a complaint about the same issue at a shelter within 30 days, Committee staff shall notify the Committee, HSH and the shelter provider. Committee staff will also request that the provider submit a written response addressing the repeat complaints within 7 days of receiving this notification.

Approved by SMC Policy Subcommittee: December 17, 2019