



City and County of San Francisco

# Shelter Monitoring Committee

Shelter Monitoring Committee  
Policy Subcommittee, April 12, 2016

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

**WHEREAS**, the City and County of San Francisco wishes and desires to address the issue of chronic homelessness and to provide the best quality service to its most vulnerable citizens in their time of need; and

**WHEREAS**, the City and County of San Francisco has delegated to the Shelter Monitoring Committee, through legislation enacted by Ordinance 283-04, to document the conditions of single-adult, family and winter shelters and resource centers with the goal to improve the health, safety, and treatment of clients, staff, and the homeless community; and

**WHEREAS**, the Committee's mission is to undertake this work recognizing individual human rights and promoting universal standards of care for Shelters and Resource centers in the City and County of San Francisco; and

**WHEREAS**, the Committee provides 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 emergency shelters, as well as City policies in place that affect operations of shelters or their impact on shelter clients; and

**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 shelters; and any information received regarding the treatment and personal experience of shelter residents; and

**WHEREAS**, these quarterly 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, with the reports 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 in the form of public documents; and

**WHEREAS**, City departments and agencies, identified in the reports as responsible to take action, within 30 days of issuance of the reports, are required to provide to the Board of Supervisors a Departmental report setting forth how the department intends to respond to the Committee's recommendations; and

**WHEREAS**, the issue of shelter beds utilization and vacancies has been of great concern to the Shelter Monitoring Committee over the previous year and continuing; and

**WHEREAS**, the Committee recognizes the work that has already been completed by the Shelter Access Workgroup (SAW), Phases I and II, including advocacy for the removal of barriers to transportation, storage and language access and increasing shelter capacity; the creation of elderly homeless set-aside beds; developing the 311 shelter reservation system; conversion of 1-day beds to 90-day beds to promote stabilization; and improving the functionality and reliability of the CHANGES shelter reservation system; and

**WHEREAS**, the Committee affirms the role played by Human Services Agency (HSA) in ensuring that the maximization of shelter utilization is priority; and

**WHEREAS**, the Shelter Monitoring Committee is desirous to play a pivotal role in recommending courses of action,

**THEREFORE BE IT RESOLVED**, that the Committee mandates the Policy Subcommittee investigate, research and issue a set of recommendations that set forth ways to increase Shelter Utilization and Access by homeless clients in need of shelter services.

***TO These Ends --***

The Committee shall Work with HSA to understand the process of shelter bed utilization, allocation, 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.