

Executive Summary

Shelter Monitoring Committee Annual Report

FY16-17

Introduction

The Shelter Monitoring Committee (The Committee) was established in 2004 to provide the Mayor, the Board of Supervisors, the Local Homeless Coordinating Board, the public and any other government agencies with comprehensive information about shelter conditions, operations and any City policies that affect shelter operations or shelter clients. The Committee is also responsible for monitoring shelters and resource centers to ensure that they are complying with the 32 Standards of Care (The Standards), which are a set of shelter operating standards that were adopted by the Board of Supervisors in 2008.

The Committee is comprised of 13 members who have been appointed by one of three nominating bodies: the Board of Supervisors, the Mayor's office and the Local Homeless Coordinating Board. Committee members are chosen to ensure that there is broad representation from across the homeless community.

The Committee monitors the conditions of shelters and resource centers and their compliance with the Standard of Care by conducting site visits and taking client complaints. The Committee also offers Standard of Care trainings for shelter staff.

Site Visits

The Committee completed 109 out of 123 site visits last fiscal year, 88% of the mandated total. The Committee noted 154 total site visit infractions, 10 fewer than the year before.

As was the case last year, Standard 3 continues to be the standard that shelters have the most difficulty meeting. Shelters received Standard 3 infractions if the Committee determined that they did not have required hygiene supplies, failed to maintain restroom amenities or needed additional cleaning. However, the Committee saw a significant improvement in compliance with Standard 8, which requires that shelters comply with the Americans with Disabilities Act. While the Committee noted 20 infractions of Standard 8 last year, there were only 9 such infractions noted this year. For more information about the site visits completed by the Committee this year, please see page 8 of this report.

Standards of Care Client Complaints

For the past fiscal year, the Committee received 219 complaints filed by 133 unduplicated clients (out of 5,654 total clients served by the San Francisco shelter system). This represents an 81%

increase in complaints and a nearly 39% increase in the number of clients filing complaints compared to the previous fiscal year. As was the case in the previous year, clients submitted the most complaints alleging violations of Standard 1, which requires that staff treat clients with respect and apply shelter policies equally to all clients. Over half of all complaints submitted by clients were about alleged violations of Standard 1. For additional information on the complaints submitted by clients this year, please see page 10 of this report.

Investigations

Clients who receive unsatisfactory responses from shelters to their complaints have the right to request an investigation by Committee staff. Out of the 219 total complaints filed by clients this year, clients were not satisfied with 24 responses and requested an investigation. For additional information on investigations that were completed this year, please turn to page 13 of this report.