



City and County of San Francisco  
**Shelter Monitoring Committee**

**Navigation Center Implementation Plan**

1. Shelter Monitoring Committee staff will begin providing Standard of Care trainings to Navigation Center staff.
2. Revise existing SMC Policies and Procedures to allow individual Committee members to conduct announced site visits on their own.
3. Create a memo that will be distributed to Board of Supervisor's, Mayor's Office, Local Homeless Coordinating Board, other city agencies and the public stating that although the current legislation requires that the Committee visit each assigned site 6 times per year, the Committee does not currently have the resources needed to complete 6 additional visits at each of the existing Navigation Center sites. For the first year that the Committee monitors the Navigation Centers, the Committee will commit to conducting two visits (1 announced, 1 unannounced) to each Navigation Center site.
4. The Shelter Monitoring Committee will begin accepting complaints from Navigation Center clients once both Committee staff positions have been filled and Navigation Center staff have received the Standards of Care training.

Approved by SMC Policy Subcommittee: December 17, 2019