



City and County of San Francisco

Shelter Monitoring Committee

Terms of Reference:

Encouraging the Maximization of Shelter Utilization and Access in the SF Emergency Shelter System

WHEREAS, the City and County of San Francisco wishes and desires to address the issue of chronic homelessness and shelter services, providing the highest 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 and winter shelters and family, youth and LGBTQ shelters and resource centers with the goal to improve the health, safety, and treatment of shelter clients; 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 operation of shelters or their impact on shelter clients; and

WHEREAS, the Committee is mandated to prepare and submit quarterly and annual Reports that shall include, but not be limited to, single-adult, family, youth and LGBTQ shelter information on the following: safety in the shelter; cleanliness in the shelter; disability access to and within the shelter; a review of policies and procedures in place at shelters; staff Standards of Care (SOC) trainings; and any information received regarding the treatment and personal experience of shelter residents in the form of SOC reports, surveys and client-generated complaints; and

WHEREAS, these 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 bed utilization and vacancies has been of great concern to the Shelter Monitoring Committee in previous years 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 exercises an independent and pivotal role in recommending courses of action to improve Shelter Utilization and Access for the homeless community,

THEREFORE BE IT RESOLVED, that the Committee charges the Policy Subcommittee with duties to investigate, research and issue findings that include recommendations generally setting forth ways to increase Shelter Utilization and Access by homeless clients in need of shelter services and Transportation services for homeless clients with shelter services;

BE IT FURTHER RESOLVED, that the Policy Subcommittee work with Human Services Agency (HSA) to better understand the process of shelter bed utilization, allocation, reservation and extensions; to investigate barriers to accessing transportation services; and to review the challenges faced by partner organizations ensuring shelters fully utilize their capacity. Findings shall include specific recommendations to the Board of Supervisors, HSA and other relevant city agencies: **(1)** On ways to Increase Access to all single-adult shelter beds; **(2)** On methods to ensure that all single-adult shelter beds are fully utilized; **(3)** On practices that promote Access to all emergency shelters; and **(4)** On means to ensure transportation services for all shelter clients with legal, medical, educational or employment related appointments.