



City and County of San Francisco Shelter Monitoring Committee

The Shelter Monitoring Committee is an independent vehicle charged with documenting the conditions of shelters and resource centers to improve the health, safety, and treatment of residents, clients, staff, and the homeless community. The Committee's mission is to undertake this work recognizing individual human rights and promoting a universal standard of care for shelters and resource centers in the City and County of San Francisco.

What we do:

- **Conduct site inspections**
- **Take complaints about the shelter system. Complaint must have happened within the last 90 days.**
- **Write reports with recommendations to the Mayor's Office and Board of Supervisors**
- **Investigate Standard of Care complaints**

What we don't do:

- **Oversee shelters or resource centers**
- **Make shelter reservations**
- **Provide advocacy and counseling services**
- **Take complaints about other clients-unless they involve violence or threats of violence**

Please contact us!

- **Voicemail: 415.255.3642**
- **Email: shelter.monitoring@sfgov.org**
- **Mail: 1380 Howard St., 1st Floor, San Francisco, CA 94103**
- **Drop-in hours: Tuesdays and Thursdays, 9:00 AM to 12:00 Noon, 1380 Howard @ 10th Street**
- **Monthly meetings held at City Hall, Room 408, at 10:00 AM, the third Wednesday of the each month * locations may change; check the website for meeting dates**
- **www.sfgov.org/sheltermonitoring**