  **City and County of San Francisco**

## **Shelter Monitoring Committee**

The Shelter Monitoring Committee (SMC) is an independent work group. It tracks the conditions of shelters. The goal is to improve health and safety. The SMC recognizes individual human rights. It promotes a common standard of care for San Francisco’s congregate shelters.

**What we do:**

* **Inspect shelters.**
* **Take complaints about the shelter system. Complaint must have happened in the last 90 days.**
* **Write reports to the Mayor’s Office and Board of Supervisors.**
* **Investigate Standard of Care (SOC) complaints.**

**What we don’t do:**

* **Inspect Isolation & Quarantine (IQ) or Shelter in Place (SIP) hotels.**
* **Oversee shelters or resource centers.**
* **Make shelter reservations.**
* **Address denials of services.**
* **Counsel or advocate for clients.**
* **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**](mailto:shelter.monitoring@sfgov.org)**.**
* **Mail: 1380 Howard St., 1st Floor, San Francisco, CA 94103. \***
* **Monthly meetings at 10:00 AM on the third Wednesday of the month.**

**Meetings will be held online during the pandemic.**

* [**www.sfgov.org/sheltermonitoring**](http://www.sfgov.org/sheltermonitoring)

**\* Locations may change. Check the website for meeting dates, links, and phone access.**