



City and County of San Francisco
Shelter Monitoring Committee

Recommended Standard of Care Legislation Changes

- Providing notice to shelter clients regarding availability of translation services – Section 20.404. CONTRACT REQUIREMENTS (a)(21):
 - **Current legislation:** “Communicate with each client in the client’s primary language or provide professional translation services; including but not limited to American Sign Language interpretation; however, children or other clients may be asked to translate in emergency situations.”
 - **Issue:** Although shelter providers are required to provide professional translation services for shelter clients who do not speak English as a primary language, there are no requirements regarding how the shelter clients should be informed about the availability of these translation services. As a result, clients have reported that they were unaware that any translation services were available in City-funded homeless shelters.
 - **Staff recommendation:** Add the following requirement for signage to the end of Standard of Care #21 stating the following: “Sites must post signage stating that professional translation services are available for shelter clients. This signage must be posted in the San Francisco threshold languages at a minimum.”

Approved by SMC Policy Subcommittee: December 17, 2019