Site Visit Forms – Recommended Edits

Trainings
- **Current site visit form:**
  - Standard 2: Has the staff received de-escalation training?
  - Standard 31: Has the staff received Cultural Competency training?
- **Issue:** Standards of Care require that these trainings be provided to shelter staff on an annual basis. Currently, Committee members are asking for this question on every unannounced visits. Front line staff do not typically have access to training records, so Committee staff must follow-up with shelter management which delays how quickly site visit forms can be processed and sent to the site. In addition, the Standards of Care require that staff receive additional trainings beyond de-escalation and Cultural Competency (Hand Washing and Disease Prevention, Food Handling and Storage, Emergency Disaster procedures, etc.)
- **Proposed action:** Remove these questions from site visit forms and have Committee staff verify with management that required trainings were provided to shelter staff two times per year. Committee staff will contact shelter management in the 1st and 3rd Quarters of each fiscal year to ask for proof of all required trainings.

TTY and Translation Services
- **Current site visit form:** Standard 22: Are there bilingual English and Spanish speaking staff currently on duty?
- **Issue:** Smaller shelter programs have informed Committee staff that they have faced challenges when trying in hiring enough bi-lingual English and Spanish speaking to cover all shifts.
- **Proposed action:** Allow shelter staff to contact off-duty bi-lingual English and Spanish employees by phone during the site visit. If bi-lingual staff can be reached and offer translation services during the visit, the site would be in compliance. If staff cannot be reached and offer translation during the visit, they would be out of compliance.

Shelter Facility
- **Current site visit form:** Standard 12: All clients given 1 blanket, 2 sheets, 1 pillow and 1 pillowcase?
  - **Issue:** Committee members cannot enter the rooms at family shelters to verify if all clients are being given required bedding and linens.
  - **Proposed action:** At family shelters, have Committee members check shelter storage to ensure that there are enough bedding and linens available for shelter clients.
- **Current site visit form:** Standard 16: Are electric outlets available to clients? Number of outlets?
• **Issue:** There is no requirement for shelters to provide a specific number of electrical outlets to clients.

• **Proposed action:** Change question to ask “Do clients have access to electrical outlets to charge cell phones and other durable medical equipment?”