



City and County of San Francisco

Shelter Monitoring Committee

Draft Shelter System Policy Recommendations

The Committee convened a Policy Subcommittee during this reporting period to review its policy recommendations. These are the Committee's final recommendations:

Imminent Danger

The Committee examined the application of the eligibility policy of "imminent danger" in the family shelter system. Specifically, the current policy requiring providers to deny services to a victim and his/her family after a domestic violence incident or threat of violence, leaving the victim's family vulnerable and unable to access HSA funded shelters. The Policy Subcommittee is making the following recommendations:

- To establish a hotel voucher program for clients, with children, put out due to imminent danger. Clients could maintain the voucher, while adhering to San Francisco rental laws, until a space opens up at a local, in or out of county, domestic violence shelter
- In 2014-2015, the Committee will facilitate four meetings between the Human Services Agency, shelter management, other County agencies and the domestic violence prevention community to further discuss the current imminent danger policy and discuss policies employed within other municipalities

Assessments and Resources

The Committee believes to have appropriate policy development and implementation, a thorough assessment of shelter need must happen. The Policy Subcommittee is making the following recommendations:

- A Needs Assessment of the need for shelters in San Francisco using the information covered in recent Homeless Counts as a starting point
- Working towards an assessment of each clients who enters the shelter system to establish housing and employment goals as well as health needs
- Capacity increase in case management or resource specialist at ECS sites with two additional staff people and at MSC South with three additional staff people. These "add-back" positions would track: 1) housing referrals, 2) health referrals, 3) employment assistance or referrals and 4) how many clients exited the shelter based on one of or a combination of the other services provided. This information would be presented to the Committee each quarter

Language Services

For the fourth consecutive year, the Committee advocated for a \$10,000 for the shelters and resource centers to have access to a professional translation language phone line that they can use to meet the diverse language needs of the shelter population. The Committee further recommends that a universal number utilized by all service providers could measure both need and usage for the shelter system as a whole.

Transportation

In addition to the monthly token distribution done by the Human Services Agency, the Policy Subcommittee is making the following recommendations:

- Information regarding Lifeline, senior and disabled SFMTA passes should be distributed quarterly throughout the shelter system, with information on where clients can obtain these passes and what documents and/or fees are required.
- Clients who can provide written documentation of a job offer will be provided two tokens for two weeks (14 days) in order to have transportation to and from work. This information will be noted in CHANGES and is only available for the first two weeks of each new job opportunity
- Clients who cannot provide written documentation of a job offer will be provided two tokens for one week (7 days) in order to have transportation to and from work. This information will be noted in CHANGES and is only available once each calendar year

Training

The Policy Subcommittee is making the following recommendations:

- Continue offering Standard of Care training to all sites
- Continue health education training
- Coordinate ADA trainings with the Mayor's Office on Disability and the Human Service Agency
- Obtain funding for Cal-OSHA training
- To tape all trainings offered
- To update the Committee web-site with all trainings available