



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Bernice Casey
DATE: December 6, 2011
RE: December 2011 Staff Report

Vacancies

There are currently two vacancies on the Committee. Both vacancies are to be filled by the Local Homeless Coordinating Board at its January 2012 meeting. The seat requirements are:

*Seat 2-Member shall have experience providing direct service to the homeless through a community setting and be formerly homeless. Applicants should attach a letter from the provider s/he currently work with or has worked with in the past with the application verifying experience.

*Seat 4-Member shall be homeless or formerly homeless and selected from a list of candidates that are nominated by community agencies that provide behavioral health, housing placement, or other services to homeless individuals. Applicants should attach a letter of support from the community agency nominating them for this seat.

The Committee is still awaiting an up-dated application from the Local Homeless Coordinating Board and will circulate the application when it is completed.

Office Closures and Staff Schedules

Based on minimum staffing days, the Committee Office will be closed from December 26 until January 3. During this time, the hot line will be checked and calls will be returned.

Please note Marta is temporarily assigned a 32-hour workweek and is not in the office on Fridays. If you need assistance on Friday, please call me.

I will be out of the office December 8, 9, 21, & 26th-January 2nd. I will be in town and available for emergencies on my cell phone.

Training Reminders

All Committee Members must complete the Shelter Grievance Training. If you have not signed up for the December training, please do so by contact Betsy Eddy at betsy.eddy@sfgov.org.

For those of you unable to access the Sunshine Ordinance training on-line, please call me and I can schedule a time for you to come to the office and view the training on-line.

Site Visit Reminders

- Please make sure you bring copies of all forms for your visits. If you do not have access

to a printer, please e-mail staff seven days before your visit so that forms can be printed and circulated for you.

- Please do not discuss visit schedules with staff. For example, do not tell staff at a site that the next visit will be unannounced or announced. You do not always have that information and it is a disservice to the site by providing incorrect information.
- Please check-in with staff when you arrive and if a log is available, sign in.
- Please leave your paperwork with your team captain before leaving the site.
- Please wear your identification when conducting visits.
- **PLEASE SUBMIT ALL DECEMBER SITE VISIT PAPERWORK BY DECEMBER 23RD-IF YOU CANNOT MEET THIS DEADLINE, LET ME KNOW BY DECEMBER 20TH.**

Some sites have asked for a flyer to be provided when the Committee arrives on site, which covers the reason for the visit, and the individuals conducting the visit. Please review the draft below and give feedback to the Officers and staff by December 16. The form would include the following:

Purpose of Visit

- Δ Site Visit
 - Δ Announced
 - Δ Unannounced

- Δ Investigation

Note to site: All investigations are unannounced. The purpose of an investigation is to follow up on a Standard of Care complaint in which either the client or the Committee was not satisfied with your site's response. The Committee will not be discussing the complaint(s) in question with staff at this time; however, your site supervisor will be provided the findings of the report, which includes the initial complaint(s).

List of Committee Members & Staff Present

Date of Visit:

Time of Visit:

Additional Information

The Committee may be photographing facility violations; at no time will the Committee be photographing clients or staff.

When Committee Members or staff are speaking to clients, please provide the clients space to speak to the Committee. If you need to speak to a Committee Member or staff, please let ask to speak them away from clients or preferably, wait until the interview process is finished.

If you have concerns about the conduct of a Committee Member or staff, please contact the Committee at 415.255.3642 or e-mail shelter.monitoring@sfgov.org.