

Shelter Monitoring Committee

Annual Report to the
Homelessness Oversight Commission

Fiscal year 2023 - 2024



Chair, Seat 4
Diana Almanza
SMC Chair



Seat 3
Britt Creech
SMC Member



Seat 8
Steven Clark
SMC Member



Seat 9
Kaleese Street
SMC Member



Seat 10
Melanie Muasau
SMC Member



Seat 11
Belinda Dobbs
SMC Member



Seat 6
Traci Watson
SMC Member



Seat 7
Justice
SMC Member



Seat 2
C-J Ross
SMC - Seat 2



Seat 12
Angie David
DPH, Health Worker IV



Seat 5
Charles Deffarges
SMC - Seat 5



"MC meeting" by Robert Hill

Monthly meetings are held the 3rd Wednesday of the month at City Hall, Room 408

← Some of our Members

Plus Subcommittee meetings on the 2nd Wed of every month!

What we do:

- **Inspect San Francisco shelters and Drop-in Centers.**
- **Take complaints about the shelter system.**
(Complaint must have happened in the last 90 days.)
- **Write reports to the Homelessness Oversight Commission.**
- **Investigate Standard of Care (SOC) complaints.**

What we don't do:

- **Inspect Navigation Centers or Permanent Supportive Housing.**
- **Manage shelters.**
- **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.)**

<https://sf.gov/sites/default/files/2022-12/Standard%20of%20Care%20List%202019.pdf>

Standard
1. Treat clients equally, with respect and dignity, including in the application of shelter policies and grievance process
2. Provide shelter services in an environment that is safe and free of physical violence; by ensuring safety protocols are in place that include training to shelter staff regarding de-escalation techniques
3. Provide, liquid soap with a dispenser permanently mounted on the wall in the restrooms; small individual packets of liquid soap, or small bar soap for use by one individual only, paper/hand towels, hand sanitizers, at least one bath-size (24"x48") towel to shelter clients and staff in each bathroom; if hand-dryers are currently installed they shall be maintained in proper working condition; in addition, shelters shall provide toilet paper in each bathroom stall and hire janitorial staff clean shelters on daily basis
4. Provide feminine hygiene and incontinence supplies upon request
5. Comply with current City policy set forth in the San Francisco Environment Code,

Complaints

- Phone **(628) 652-8080**
- Email shelter.monitoring@sfgov.org
- On-line complaint form ↓
[Shelter Monitoring Committee | San Francisco \(sf.gov\)](#)
- In-person **440 Turk St.** Mon, Wed, Friday
10:30 a.m. – noon and 1:30 – 3:00 p.m.

A scenic view of a park with a large tree, a red-flowered tree, and a building in the background. The image is used as a background for a promotional banner.

Report a problem at a SF shelter 2023-24

Dec 5, 2023

On-line SMC Complaint Form

Start now

A woman's face drop-in, 211 15th St.

Other

3. When did this happen? (¿Cuándo paso?)

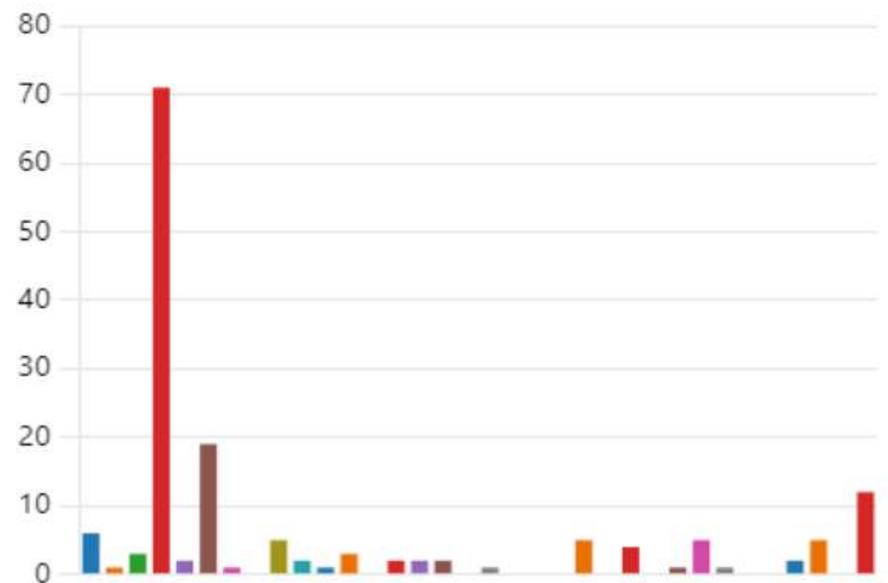
Enter your answer

4. What happened? (¿Que paso?)

Enter your answer

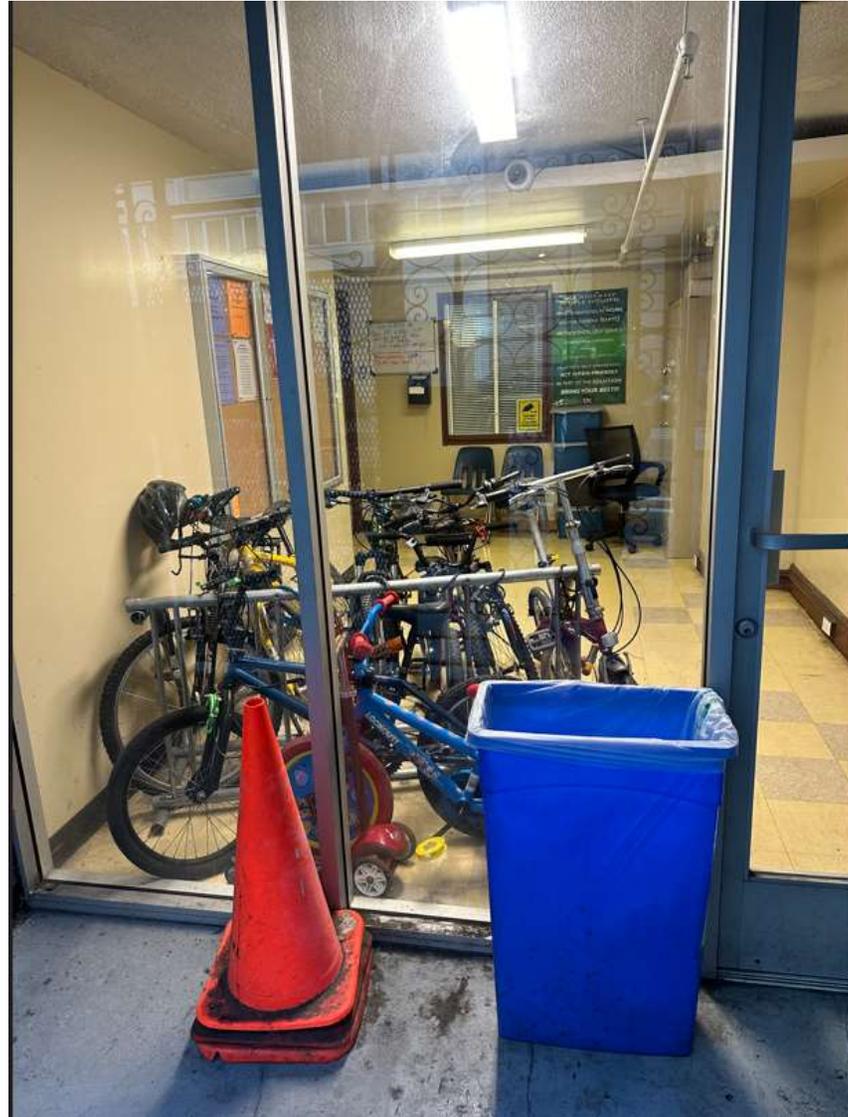
5. Did anyone else see this happen? (¿Alguien más lo vio?)

● Ellis Semi-Congregate, 685 Ellis	1
● Embarcadero SAFE, 555 Beale St.	3
● Gough Cabins	0
● Hamilton Family, 260 Golden Ga...	2
● Harbor Family, 407 - 9th St	2
● Hospitality House	2
● Interfaith Winter Shelters (Vario...	0
● Lark Inn, 869 Ellis St	1
● Lower Polk TAY, 700 Hyde St.	0
● Mission Cabins	0
● Mission Neighborhood Resourc...	0
● MSC-South, 525 - 5th St	5



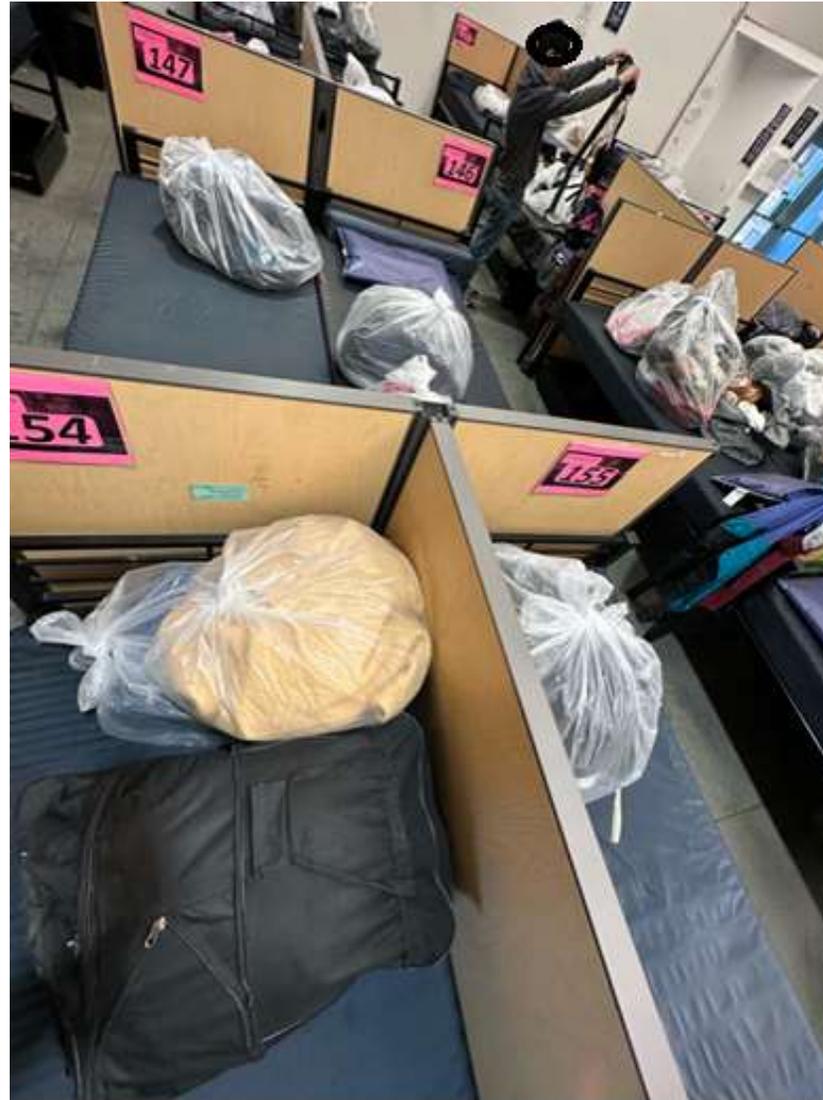
	Shelter (Albergue):	Today's Date (When did this happen	What happened? (c
145	Bayshore Navigation Center, 125 Bayshc	4/27/2024	Today 3 pm	I came in at 3pm. Ar
146	MSC-South, 525 - 5th St		5/1/24	From wa
147	Providence Family, 900 Franklin St	5/4/2024	05/04/2024	So we were calling to
148	Bayshore Navigation Center, 125 Bayshc	5/9/2024	Today.	
149	A Woman's Place, 1049 Howard St.	5/11/2024	5/11/2024	I needed to switch n
150	Central Waterfront Navigation Center, 6	5/15/2024	Its a regular thing, not a	Lack of regular main
151	Harbor Family, 407 - 9th St	5/14/2024	Around 8:15 am	At around 8:15 I we
152	Harbor Family, 407 - 9th St	5/18/2024	Today	Today at 4 PM when
153	Bayview SAFE, 1925 Evans St.	5/19/2024	Ongoing 24 hours a day	The light on on day :
154	Bayshore Navigation Center, 125 Bayshc	5/20/2024	one after bed number 1	cruel and unusual p
155	Bayshore Navigation Center, 125 Bayshc	5/22/2024	began friday when i enc 1.	first i was given fa
156	Bayshore Navigation Center, 125 Bayshc	5/23/2024	This has been an ongoir	Upon information a
157	Bayshore Navigation Center, 125 Bayshc	5/24/2024	Thursday	tried to get m
158	Bayshore Navigation Center, 125 Bayshc	5/25/2024	5 25 24	was the swing
159	Bayshore Navigation Center, 125 Bayshc	5/25/2024	Today	There are a number
160	A Woman's Place, 1049 Howard St.	5/29/2024	been like this for week	2 people do not sho
161	A Woman's Place, 1049 Howard St.	5/30/2024	thursday during lunch	i got food poisoning
162	Bayshore Navigation Center, 125 Bayshc	6/4/2024	Approximately 2 am. I f	Please see #4 above

Is the shelter clean?

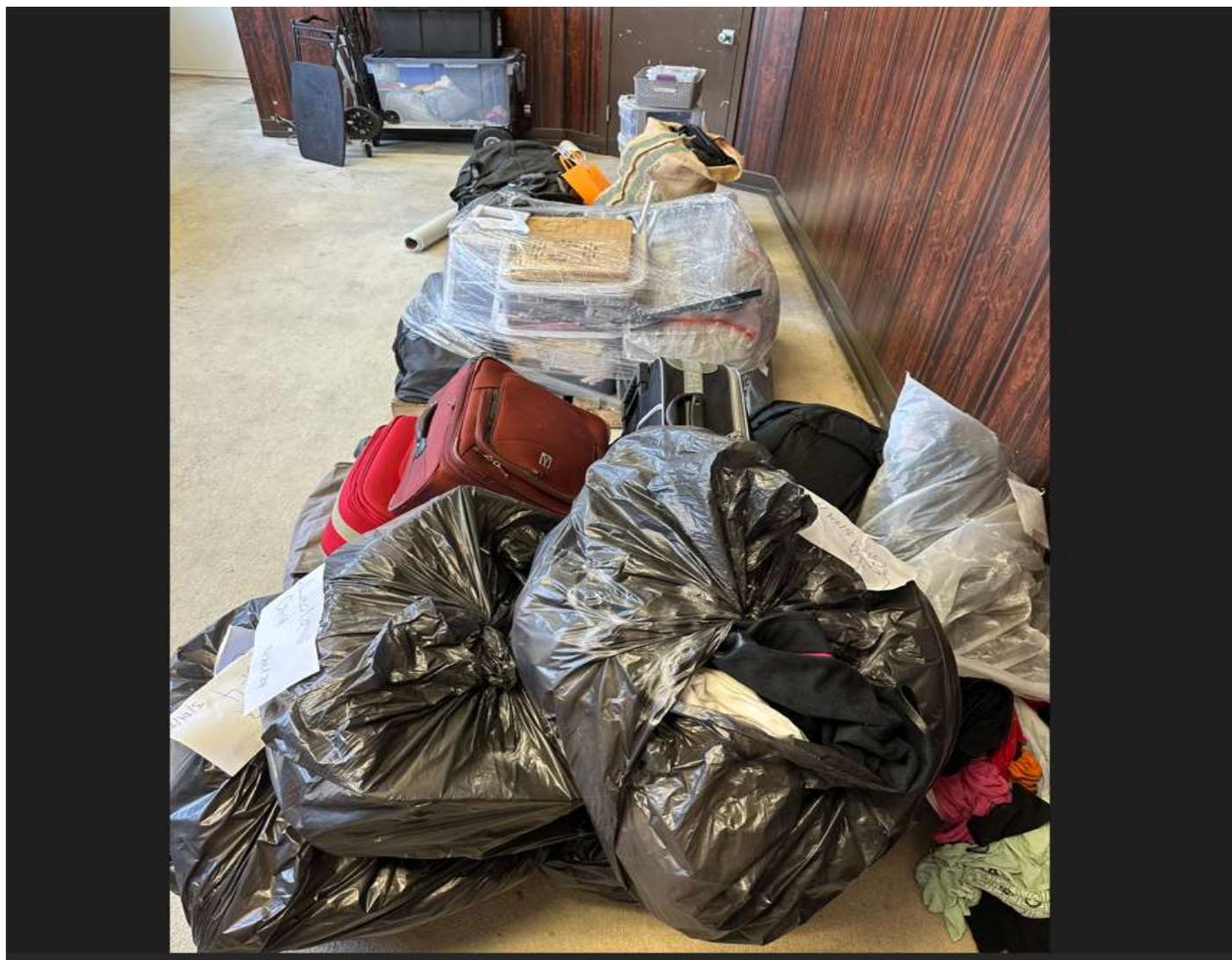


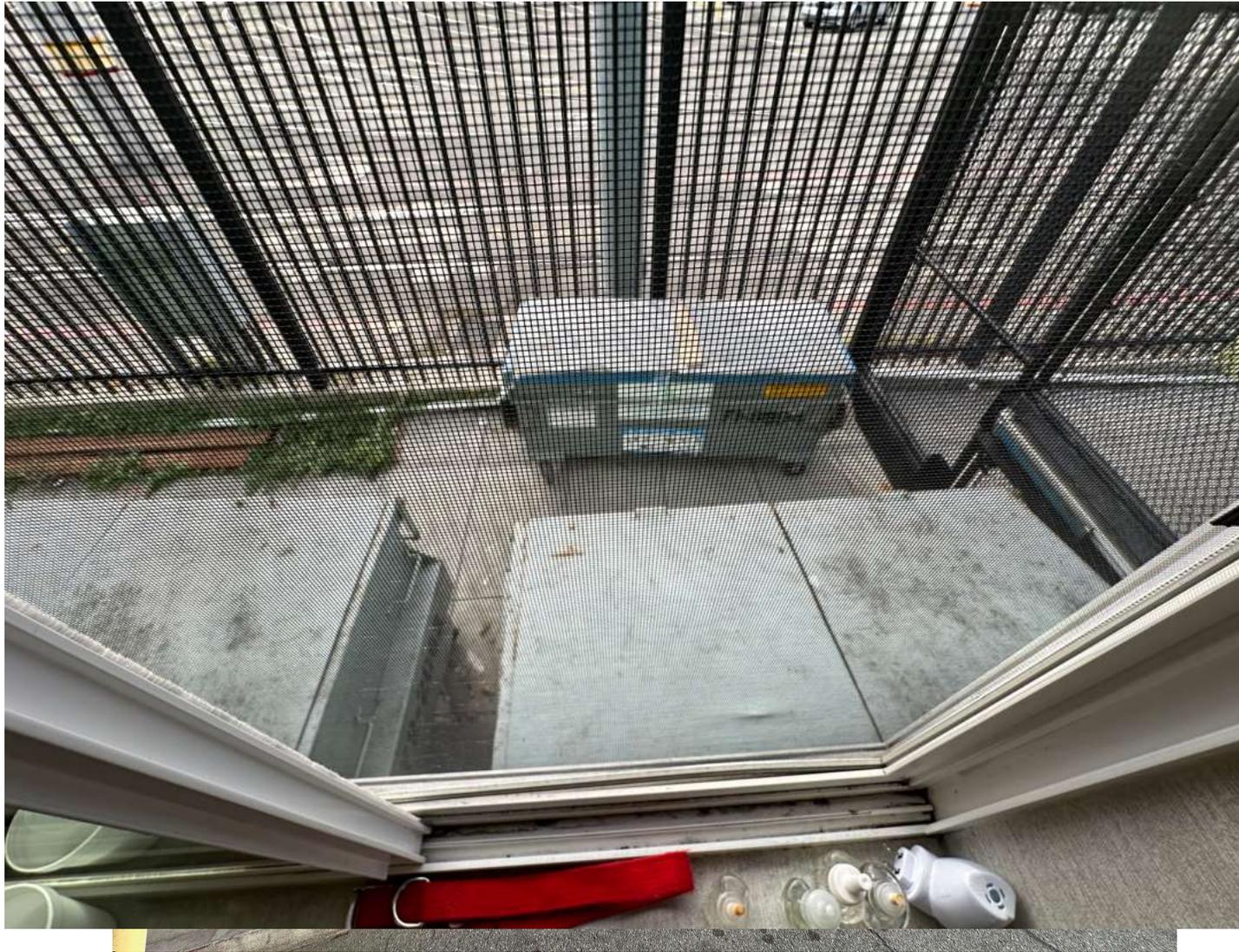


Are beds too close together?



Storage is often an area that leads to complaints, before or after a DOS.







Client Complaint Process Flowchart

- Committee staff screens complaint, and if valid, complaint is written up and emailed to site director and site manager

- Copy of the complaint given to client

Note: HSA is immediately notified of all allegations involving staff or incidents of violence, fraud, and/or assault



- Sites have 48 hours to acknowledge receipt of complaint
- Sites investigate complaints/allegations and are required to send a formal response to the Committee along with its findings 7 days after complaint is submitted to site



When the Committee receives site's response, the client is notified and is provided with a copy of the site's response for their review

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If the client is satisfied with the site's response, the process stops here.



If the client is not satisfied with the site's response, the complaint is investigated by Committee staff. Clients must inform staff that they are not satisfied with the complaint within 45 days of receiving the site's response otherwise the complaint is closed. Investigations will be completed within 10 business days after the client's request.



Committee staff will investigate the client's allegations at the site and determine whether or not site is in compliance with the Standards of Care.

- If Committee staff are able to verify the client's allegations, then the site is not in compliance
- If Committee staff are unable to verify the client's allegations, then the site is in compliance

Committee staff will compile their findings in an Investigation Report (which includes any recommendations for corrective actions) which will be sent to the client, site management and HSA

Standard of Care Complaints 2023 - 2024	Number of allegations of violations of this Standard
Standard 1: Treat all clients equally, with respect and dignity...	97
Standard 2: Provide shelter services in an environment that is safe ...	46
Standard 3: Supply and clean restrooms...	11
Standard 4: Provide feminine hygiene and incontinence supplies upon request.	1
Standard 5: Use pest control products that are least harmful ...	1
Standard 7: Supply shelter clients with fresh cold or room temperature drinking water ...	1
Standard 8: Provide shelter services in compliance with the ADA...	14
Standard 9: Engage a nutritionist...	6
Standard 10: Make dietary modifications...	6
Standard 11: Comply with no smoking rules.	2
Standard 12: Clean bedding...	4
Standard 13: Make sleep possible for at least 8 hours...	4
Standard 15: Storage...	13
Standard 16: Provide shelter clients with access to electricity ...	1
Standard 17: Maintenance problems...	6
Standard 19: Provide a minimum of 22 inches between the sides of sleeping units...	1
Standard 20: Provide materials in English, Spanish, other languages...	1
Standard 21: Communicate in the client's primary language ...	2
Standard 25: Require all staff to wear a badge...	10
Standard 28: Laundry services ...	6
Standard 31: Training...	20

Total Client Complaints FY 2023-2024*

Site	Site Capacity	7/23	8/23	9/23	10/23	11/23	12/23	1/24	2/24	3/24	4/24	5/24	6/24	Total (FY23-24)	Red indicates late response
711 Post/Ansonia	250 beds							1				1		2	
Baldwin	179 beds						2					1		3	
Bayshore Nav	128 beds			1						1	2			4	
Bayview Nav	203 beds			1							1	1		3	
Buena Vista Horace Mann	69 mats													0	
Central Waterfront Nav	60 beds		1		2/3	1						2		7	2
Cova Hotel	90 beds											1		1	
Division Circle Nav	186 beds		1	3					1					5	
Ellis Semi-Congregate	130 beds	1					1			1				3	
Embarcadero Nav Cntr	200 beds						1		1			1		3	
Hamilton Family	27 fams						1			2		2		5	
Harbor House Family	30 fams											1		1	
Hospitality House	22 beds				1									1	
Lark Inn	36 beds													0	
MSC South Shelter	327 beds					1	1	1	3		1/5	2		13	3
Monarch	93 beds			2	1		1	1		1				6	3
Next Door	334 beds	1				1				1				3	
Oasis Family	54 beds							1	2		1	1		5	
Sanctuary	200 beds													0	
A Woman's Place	25 beds	1			1				1					3	
Total		3	2	7	6	3	7	3	9	6	9	13		67	8

*Late responses are in red

Site Visits
(Inspections)



CHIEF FINANCING COMMITTEE

		Announced <input type="checkbox"/>	Unannounced <input type="checkbox"/>
Sanctuary Staff Interview Form			
Date:			
Committee Members conducting the site visit: 1:			
Staff member interviewed:			
s.o.c.#	<u>Areas of Inquiry:</u>	Yes	No
31	Has the staff received training in 'Cultural Competency'?	<input type="checkbox"/>	<input type="checkbox"/>
	Date and Type of last 'Cultural Competency' training:		
31	Has the staff received De-Escalation training?	<input type="checkbox"/>	<input type="checkbox"/>
	Date of last De-Escalation training:		
8	Is there a refrigerator for client medication?	<input type="checkbox"/>	<input type="checkbox"/>
	If YES , Location of the refrigerator:		
8	Is there an ' on duty ' ADA liaison?	<input type="checkbox"/>	<input type="checkbox"/>



City and County of San Francisco

Shelter Monitoring Committee

Gough Cabins Survey Questions

Date: April 2024

These confidential surveys are not given to the shelter. The data is provided but not your survey.

1. Do shelter staff treat you with respect?

YES 😊

NO

Please provide an example that describes your answer and identify any staff you find to be particularly respectful or disrespectful.

2. Do you feel discriminated against because of age, disability, gender, race, nationality, sexual orientation, transgender status, or religion?

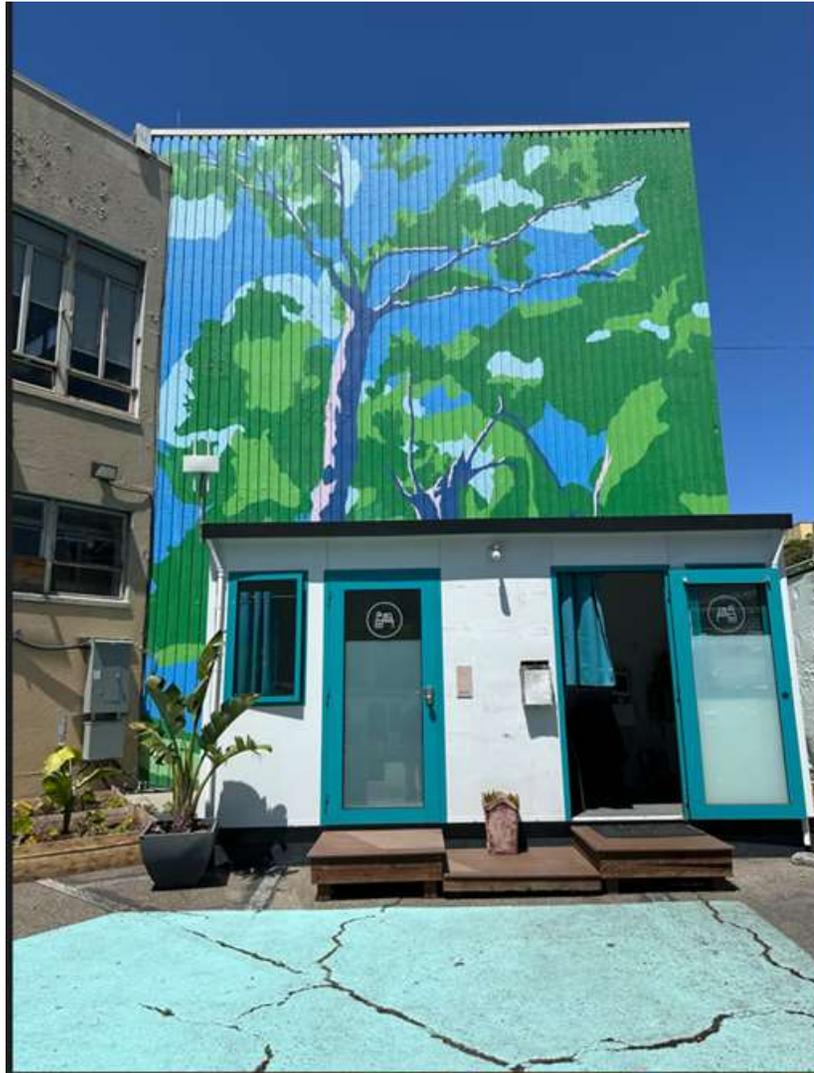
YES

NO 😊

3. Do you feel safe at the shelter? Do staff respond appropriately to safety/behavioral issues?

YES 😊

NO Please explain if you are willing:



Gough Cabins





Compass Family - Storage? Meals? Water?



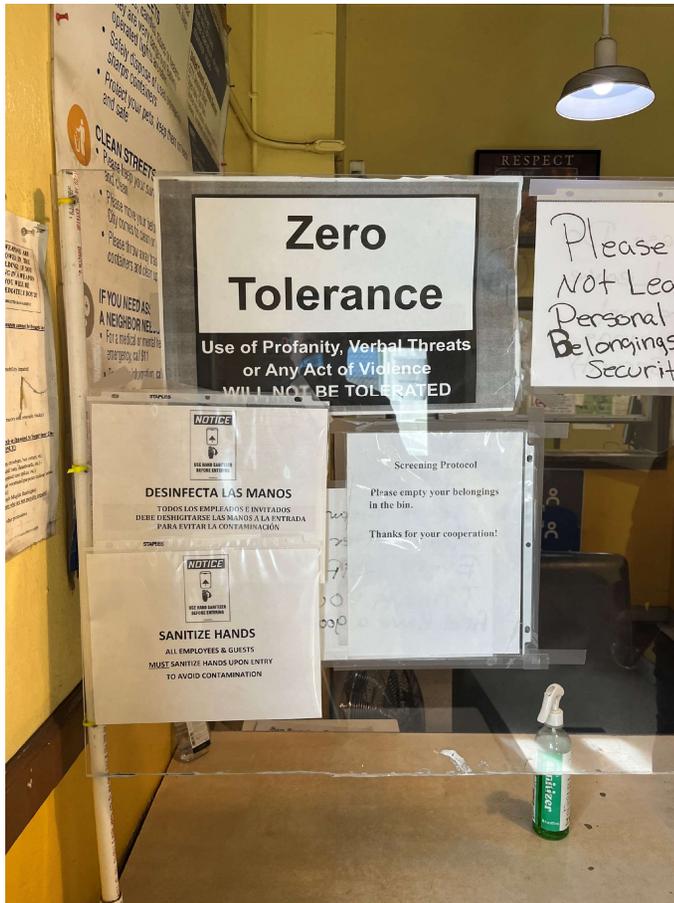


Is there adequate bedding? Electrical outlets?





Are services offered in a safe environment?

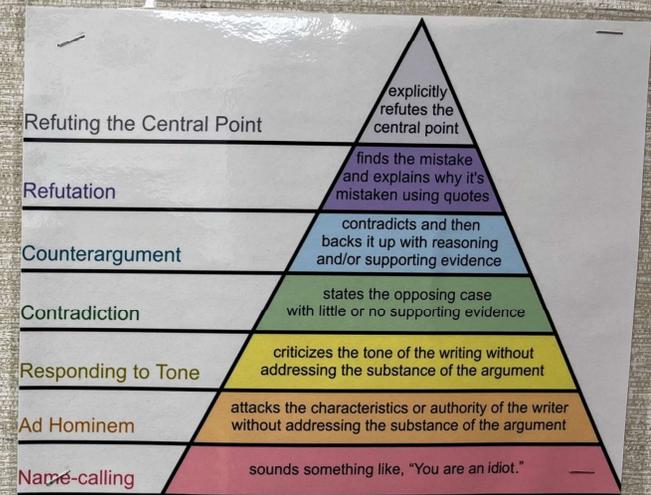


Are staff properly trained?

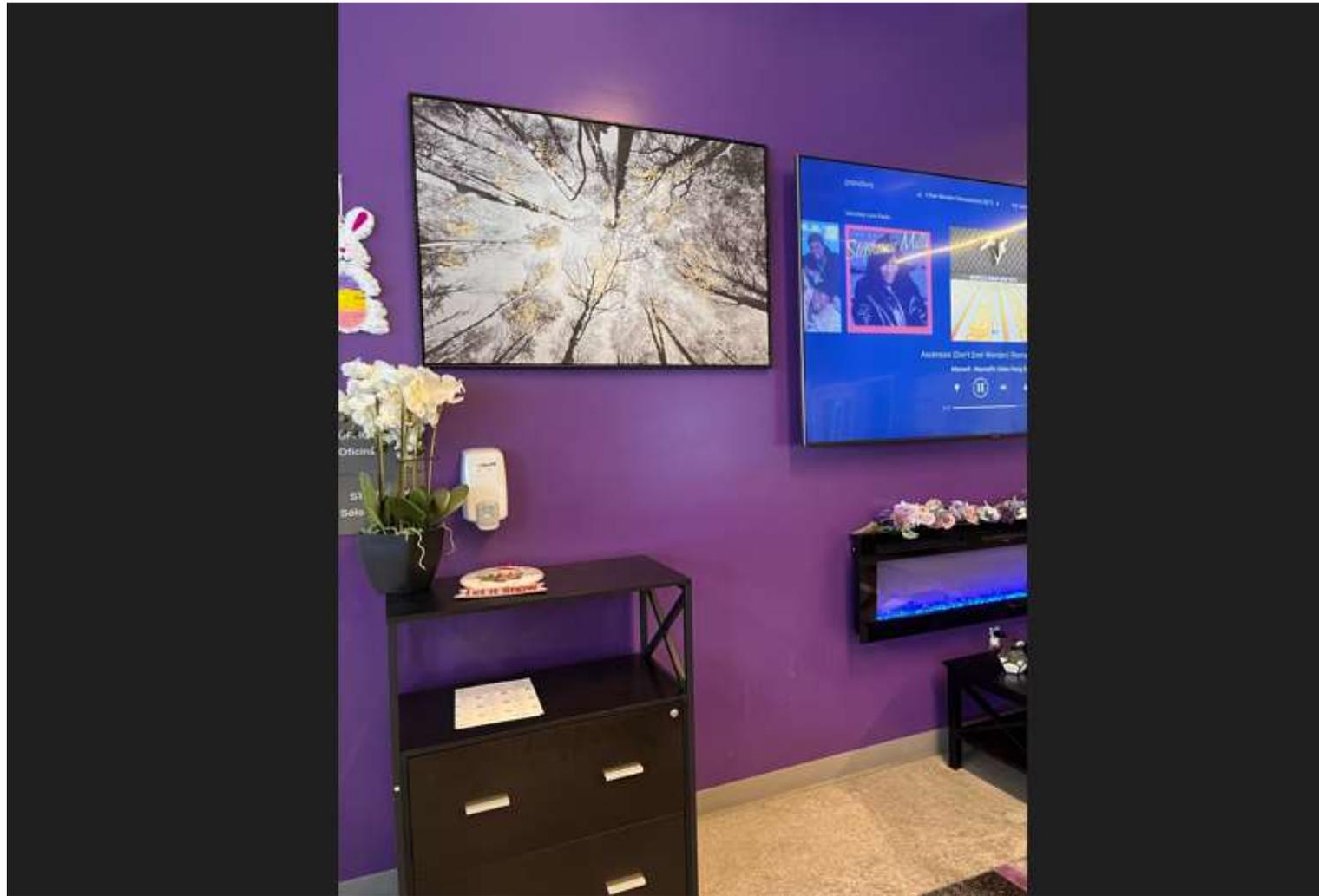
DE-ESCALATION

strategies for dementia behaviors

- Do not raise your voice to be heard over a person with dementia yelling
- Do not make demands of the person
- Remain non-judgemental
- Validate their feelings, but not their actions. "It's OK that you are upset right now, but it really hurts when you hit me"
- Actively listen and be silent
- Don't try to reason
- Be aware of your body language
- Respect their right for refusal
- Avoid the word "no"
- Respect personal space
- Answer questions, but ignore verbal aggression
- Face the person and be at eye level
- Use distractions
- Practice deep breathing exercises
- Take a walk or a short movement break
- Decrease sensory stimulation
- Do not argue. Go along with their story
- Use calming visual input and sounds



Bayview
common
area.



Bayview
cafeteria
area.





Is the shelter
welcoming?
Is signage in
English and
Spanish?

Is the shelter
welcoming?



EVERYONE IS WELCOME HERE



Food Resources

Farmers Markets in San Francisco



From the University of California, Berkeley Center for Community Learning & Leadership Training

Marchés de agriculteurs en San Francisco



From the University of California, Berkeley Center for Community Learning & Leadership Training

ESPERENSA



From the University of California, Berkeley Center for Community Learning & Leadership Training



From the University of California, Berkeley Center for Community Learning & Leadership Training



From the University of California, Berkeley Center for Community Learning & Leadership Training

March 27, 2019
San Francisco Free Eats Chart
Special Community Area

Market	Address	Hours
...

San Francisco Free Pantry Chart

Pantry	Address	Hours
...

March 27, 2019
San Francisco Free Eats Chart
Special Community Area

Market	Address	Hours
...

Free Meals and Groceries at Balastrero

...

FREE MEALS

FRUIT AND GROCERY SIGN UP FORM

Lark Inn
cafeteria
area.



Lower Polk TAY

 **TAY Nav. Health Clinic** 
Mondays 1pm - 5pm
Thursdays 1pm - 5pm

Services include but are not limited to:

- STI testing and follow up supports
- OBGYN services
- Pregnancy testing
- PREP information & Referral
- FLU vaccines
- Basic wound care and treatment
- Behavioral health referrals
- Medical supplies
- COVID testing upon request
- Other medical referrals as requested


we are .in!
Back Monday
2/26
1-5pm



Other SMC Activities at the Shelters

- Participation in Town Hall Meetings
- Surveys of client satisfaction
- Investigation of complaints that are not resolved to the satisfaction of the complainant
- Standard-of-Care Training for Staff

Near-term Outlook

- Member Concerns:
 - Training of shelter staff should be given more focus
 - Shelters must ensure internal grievances are not ignored
 - Shelters need to periodically check to ensure video works
 - There is still a vacancy (Seat 1) and some SOCs need update
 - Need for more Spanish-speaking line and security staff
 - More families in congregate environment
- Site visit schedules being disseminated to Members
- A second staffer was hired early in the new year