

RE: Some Questions from SMC

Rachowicz, Lisa (HOM)

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To:Monitoring, Shelter (DPH) <shelter.monitoring@sfgov.org>

Cc:Buckalew, Patrick (HOM)

 1 attachments (52 KB)

Training Log - HSH Shelter Providers Annual Staff Training Log template.v05012023.xlsx;

Hi Robert,

I will unfortunately not be able to join the meeting tomorrow. I've asked Patrick Buckalew to step in for me to do the HSH report out. He will not be answering the questions below, so instead I'm sending you my answers via email:

1. Is a new **transfer process** in place or being developed, i.e., governing the transfer of a client from one shelter to another? What are the key changes contemplated?

Yes, we are in process of finalizing a new transfer policy/procedure. It's not final yet, but here are a few details I can share about the types of transfers we do:

1. Safety Transfer

A safety transfer occurs when guests believe that they face imminent danger such as but not limited to:

- Domestic violence issues.
- Threats/acts of violence.
- Other reasons when there is a threat of safety outside/inside of the shelter site.

HSH has 24 business hours to approve or deny a safety transfer request after the request is received by the HSH Program Manager.

2. Reasonable Accommodations

The shelter guest or any member of the household with a verified disability who does not have equal opportunity to use and enjoy the dwelling and/or public and common use areas due to medical conditions. RA requests require confirmation from a healthcare provider confirming a nexus between a disability and the requested accommodation. Requests should be specific and not general in nature. Examples may include:

- a. Due to a medical diagnosis, the shelter guest has limited mobility and needs a bottom bunk bed or bed in a building with an elevator that can accommodate a wheelchair.
- b. Due to a psychiatric diagnosis, a shelter guest needs ...
- c. Due to a medical diagnosis, a shelter guest needs easier and faster access to a bathroom.

3. Program Eligibility

The shelter guest no longer meets current program eligibility but continues to qualify for temporary shelter.

Examples include:

- a. A change in household size through adoption, birth of a child, pregnancy, change in custody status, or other household change that causes the household to be outside the occupancy range or household composition requirements for the current unit.
- b. A change in age that would qualify for age specific programs (TAY).

4. Shelter Overflow

The shelter guest has tested positive for COVID or another communicable disease where isolation is medically indicated.

5. Regular Transfer Needs

A shelter guest can request a transfer to another shelter to:

- Reunite with their partner.
- Be closer to services (i.e., clinic, treatment program, etc.) they are accessing.
- Other reasons with consultation with HSH Program Manager.

HSH has five business days to approve to deny to regular transfer requests. These transfer requests can only be accommodated if there is capacity within the temporary shelter system.

Also, transfers are to be requested through the shelter program staff. The shelter program will reach out to HSH for approval and coordination for the transfer.

2. What are the current **training requirements** for case managers under the contracts HSH has with shelter providers? For other staff?

I've attached our required training tracking sheet that lists all trainings we require of shelter staff, and the format we ask them to document the trainings in.

Additionally, HSH has required the following training series for case managers in 2023, presented by HSH:

Date	Title
4/11 4/25	Housing Case Management Fundamentals (Building Rapport, Motivational Interviewing, and Case Manager Roles and Responsibilities) – Parts 1 and 2
5/11 5/23 6/6	Coordinated Entry and Problem Solving – Parts 1, 2, and 3
6/20	Shelter Health – Supporting guests who have difficulties with Activities of Daily Living
6/21	Behavioral Health – Family System behavioral health services
7/11	Behavioral Health – Adult System behavioral health services
7/25	Rapid Rehousing 101

3. If SMC wants a detailed **breakdown of training** completed in FY22-23 (by site, by employee, with start dates and dates upon which individual employees received what training), would it help you to have a formal request voted on and approved by the Committee and signed by the Chair? (Descriptions of the classes/training would be helpful, as well. Members are hoping to determine whether staff at any shelters are working for significant periods without the benefit of key training.)

We do not collect data on start dates of employees, only how many months in the past FY they worked at the program. I will need to check with the team if we have copies of the attached document for each program. Normally the program managers look at the document during our annual monitoring, but I don't believe we require the programs to give us a copy. We focus on checking they are in compliance during our monitoring visits.

I would suggest that the committee members request this information directly from programs during your site visits, since training is under your monitoring scope. I'm not sure we will be able to provide this to you, but I'll check. If you want to do a vote to request the info from HSH, that could be good.

I would also recommend that you request to include someone from my team in the subcommittee on this, to help your team understand how training is happening in the shelters and what the obstacles are to training staff. I wouldn't want the committee to do a bunch of work on this and it not to be relevant, missing some context, or too difficult for the shelters to implement. Happy to discuss more...

Thanks,
Lisa



Lisa Rachowicz (she/her), LCSW
Manager of Navigation Centers and Shelter Programs
San Francisco Department of Homelessness and Supportive Housing