

Standard of Care Grievance Process:

The Committee shall receive and issue Standard of Care Grievances from two veins, client-generated and Committee-generated. Shelter clients can complain directly to the Committee about problems, concerns, and personal issues they have encountered or experienced in the shelter system in person during SMC drop-in hours, or by using the SMC telephone hotline, the contact portal found on the SMC's website, or by using the official "grievance forms" available to guests at every shelter site. These forms will be collected weekly from a locked box at each site by members of the SMC and/or the SMC's administrative staff. The Committee can only address incidents which have occurred within the previous 90 days (3 months).

Grievance forms will be reviewed and addressed by the SMC within 48 hours (2 days) of their collection. Sites will then be notified of SMC involvement and offered 72 hours to respond/remedy the situation using two means of guidance built into the original grievance form. There will be a section on the form asking a client what they would like the site or the provider to do in order to remedy the issue, giving each site a clear idea of what the guest needs in order to resolve their dissatisfaction. Sites will also be offered suggested "action steps" as notations added to the original form, which will be shared with the site by the Committee when a grievance is received. The response of a site to the grievance must be timely, must agree with the City's Standard of Care and must meet the provider's contractual responsibility under the San Francisco Administrative Code (Article XIII, Sec. 20.404.).

When a site's response is received, the SMC either approves its compliance with the Standard of Care, closes the matter and drafts any reports required by HOC, Office of the Mayor, BOS, DPH and/or the HSH, or continues the matter for further investigation. Matters may be continued within 7 days of a site's response if the client requests further action by SMC due to dissatisfaction with the site's resolution, or because the site's response does not bring it into compliance with the Administrative Code as determined by SMC and/or HSH.

If a matter is to be continued, Committee members will schedule an initial meeting with the client and the site staff to review the Standard of Care, and will provide all parties the following information in writing:

- The Committee intends to investigate the alleged violation and will submit reports to HOC, the Office of the Mayor, BOS, DPH and/or the HSH as required.
- If a site does not respond to SMC's meeting request within 72 hours (3 days), the Committee may initiate an investigation without the site's response.

- The site has 5 days from the Standard of Care meeting to submit a revised response to the Committee.

- The Committee has 5 days from receipt of the revised response to request resources needed to complete an investigation, including (but not limited to) statements from involved parties, internal memos, training logs, and video.

- The site has 3 days from the Committee's request for resources to provide each piece of requested information to the Committee (extensions may be granted on a case-by-case basis).

- If a site does not receive a final investigation report from the SMC within 60 days of the initial Standard of Care meeting, the investigation may then be considered closed without any breach of contract by the provider.