City and County of San Francisco
Shelter Monitoring Committee

Announced ☐   Unannounced ☐

MNRC Staff Interview Form

Date:_____

Committee Members conducting the site visit: 1:_____ **2:**_____

Staff member interviewed: _____

S.O.C.#	Areas of Inquiry:	Yes	No
31	Has the staff received training in 'Cultural Competency'?	☐	☐
	Date and Type of last 'Cultural Competency' training: _____		
31	Has the staff received De-Escalation training?	☐	☐
	Date of last De-Escalation training: _____		
	Review the training log to see there are no obvious instances where staff appear to be missing training.		
8	Is there a refrigerator for client medication?	☐	☐
	If **YES**, Location of the refrigerator: _____		
8	Is there an ADA liaison that can assist clients with reasonable accommodation requests?	☐	☐
	Name of ADA liaison: _____		
8	Is the ADA information posted in English AND Spanish?	☐	☐
8	Are 'Reasonable Accomodation Forms' in English AND Spanish?	☐	☐
11	Are 'Smoking Prohibited' signs posted in English AND Spanish?	☐	☐
15	Is storage available to each client ?	☐	☐
	* If the site does not offer lockers/drawers, please ask to see the plastic bags provided to clients.		
18	Is there access to free local calls to clients during lights on?	☐	☐
	If **Yes**, location of phone: _____		
18	Is 'TTY' available?	☐	☐
18	If **No**, is there signage where to access 'TTY'?	☐	☐
20	All City and shelter printed materials are in English/Spanish	☐	☐
	* Please verify that the posted rules and the copy of the rules provided to the clients are in English AND Spanish		
21	Does site have Language Link?	☐	☐
	If **No**, how does staff communicate in languages other than English or Spanish: _____ _____		
	* sites must have a language link line to be in compliance with this Standard		
22	Are there Bilingual, English AND Spanish, speaking front-line staff employed by this site?	☐	☐
	Name(s) of the Bilingual staff : _____		

440 Turk Howard Street, Second Floor
San Francisco, CA 94102
www.sfgov.org/sheltermonitoing

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(628) 652-8080 (phone)

shelter.monitoring@sfgov.org

23 Is there an Emergency Disaster plan in place? ☐ ☐

The plan must include how to evacuate the building in an emergency and meet up locations for clients and staff.

Where is the plan posted or kept: _____

23 Are 'Emergency Drills' practiced on a monthly basis? ☐ ☐

Date of the last Emergency Drill: _____

To be in compliance a drill has to have happened within the last 30 days

25 Identification badges worn by all staff ☐ ☐

If NO, staff witnessed without identification badges: _____

26 Are transportation services available to clients? ☐ ☐
Are tokens available? * Visually verify * ☐ ☐

Are other services, if so list: _____

27 Is there signage, in English AND Spanish, stating
when the next community meeting will be? ☐ ☐

Date of last meeting: _____

30a Is there signage in English AND Spanish that states:
"The site respects ALL diversities, including LGBT clients"? ☐ ☐

32 What is the client capacity at this site? _____

Additional Notes:

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