



Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: May 12, 2017
RE: April 2017 SOC Staff Report

Standards of Care Staff Report

April Client Complaints

There were a total of fourteen complaints submitted to the Shelter Monitoring Committee by ten unduplicated clients in April 2017. Of those fourteen total complaints, two received responses that satisfied the client. There were two complaints that received responses that did not satisfy the client, investigations for those two complaints are currently pending. Sites have responded to the other ten complaints which are open pending a response from the client.

The narrative below for each site provides an overview of the types of complaints forwarded to each site. Not all sites have had a chance to respond to the complaints. ***Note: The complaints below may have already been investigated to the satisfaction of the site or its contracting agency; however, the Committee must allow for each complainant to review the responses and the complainant determines whether s/he is satisfied. If the complainant is not satisfied, the Committee conducts an investigation.

A Woman's Place Drop In

- **Client #1**
- **Complaint submitted: 4/17/17**
- **Response received: 4/24/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
 - **Standard 3:** ...clean shelters on a daily basis...
 - **Standard 13:** Make shelter facility available...for sleeping at least 8 hours per night...
- The complainant alleged that shelter staff were rude to her, that the facility needed cleaning and that staff wake up clients early so they can clean.
- In the response, the site denied the allegations and stated that the site is cleaned in the mornings but that the site is still available for sleeping 8 hours per night. The response also stated that the site was unable to investigate the claims of staff disrespect because the client did not provide any specific details and the complaint was filed anonymously.

Pending – Site has responded to this complaint but it is still open pending a response from the client

Hospitality House

- **Client #1**
- **Complaint submitted: 4/17/17**

- **Response received: 4/21/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
 - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that shelter staff ignore it when other clients are harassing him. The complainant also alleged that shelter staff attempted to deny him services for threatening other clients even though he checked with shelter management to confirm that his comments weren't threats.
- In the response, Hospitality House stated that they investigated the complainant's claims but could not verify his allegations that clients and staff have harassed him in any way. The response also stated that the complainant was given a denial of service but that it was rescinded at the hearing.

Pending – Site has responded to this complaint but it is still open pending a response from the client

MSC South Drop-In

- **Client #1, Complaint #1**
- **Complaint submitted: 4/3/17**
- **Response received: 4/11/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
 - **Standard 2:** Provide shelter services in an environment that is safe...
 - **Standard 25:** Require all staff to wear a badge that identifies the staff person...
- The complainant alleged that shelter staff were rude, that the site was incorrectly enforcing the site's TB test policy and that staff were not wearing ID badges.
- MSC South Drop-In stated in the response that the complainant was not allowed to access shelter services because his TB test had expired and that he was denied services from the site for aggressive and disruptive behavior. The site also stated that staff were wearing ID badges and denied allegations that staff were rude to the complainant.

Not satisfied – Client was not satisfied and requested an investigation into his complaint. The investigation is still pending.

- **Client #1, Complaint #2**
- **Complaint submitted: 4/11/17**
- **Response received: 4/18/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that shelter staff never gave him a copy of his denial of service paperwork and that the site gave him less than 24 hours notice of his scheduled hearing.
- MSC South Drop-In stated in the response that they were rescheduling the complainant's hearing and that they emailed him a copy of his paperwork.

Pending – Site has responded to this complaint but it is still open pending a response from the client

Next Door

- **Client #1**
- **Complaint submitted: 4/5/17**
- **Response received: 4/13/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...

- **Standard 3:** ...hire janitorial staff to clean shelters on a daily basis
- The complainant alleged that there are fleas and cockroaches at the site, that the sleeping areas needed additional cleaning and that a kitchen employee was rude.
- In the response, Next Door stated that sleeping areas are cleaned daily and that they would remind staff to enforce the “No Food on the floor” rule. The site also stated that a pest control company comes to the site monthly to treat for pests and that clients should report any pest issues to shelter staff.

Pending – Site has responded to this complaint but it is still open pending a response from the client

- **Client #2, Complaint #1:**
- **Complaint submitted: 4/13/17**
- **Response received: 4/24/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that a staff person was rude and acted aggressively towards her.
- In the response, Next Door denied the allegations that the staff person was rude or aggressive towards the complainant. The response also stated that complainant had accused the employee of doing her job in a racist manner, which the site also denied. The response encouraged the complainant to utilize Shelter Advocates as mediators to resolve the conflict between the complainant and the employee.

Pending – Site has responded to this complaint but it is still open pending a response from the client

- **Client #2, Complaint #2:**
- **Complaint submitted: 4/7/17**
- **Response received: 4/17/17**
- **Alleged SOC Violations:**
 - **Standard 31:** Annual all-staff mandatory trainings: 1. Hand washing requirements and other communicable disease prevention
- The complainant alleged that kitchen staff and volunteers are not trained in hand washing requirements and communicable disease prevention.
- In the response, Next Door stated that the Food Services Manager talked to his staff about monitoring volunteers and reminded everyone to be consistent in observing health and safety practices.

Closed – Client was satisfied with the site’s response

- **Client #3:**
- **Complaint submitted: 4/5/17**
- **Response received: 4/27/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
 - **Standard 15:** Provide...secure property storage inside each shelter...
- The complainant alleged that a shelter employee stole money from his wallet after another client found it and turned it in.
- In the response, Next Door acknowledged that the staff didn’t follow shelter policy that states that found property must be immediately turned in to a supervisor for tagging and safe keeping. The response also states that they reviewed security footage and could not determine when and where the wallet was kept at the front desk. The response stated that they encouraged the

complainant to file a police report and that the matter had been forwarded to the site's HR department for further review.

Pending – Site has responded to this complaint but it is still open pending a response from the client

- **Client #4:**
- **Complaint submitted: 4/20/17**
- **Response received: 4/27/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that an employee is rude to her and that she damaged the complainant's property that was stored in her luggage.
- In the response, Next Door stated that the employee denied being rude to the complainant and stated that she did not have access to the complainant's property because she was not assigned to the complainant's floor at the time when the complainant's property was damaged.

Closed – Client was satisfied with the site's response

- **Client #5:**
- **Complaint submitted: 4/19/17**
- **Response received: 5/10/17**
- **Alleged SOC Violations:**
 - **Standard 15:** Provide...secure property storage inside each shelter...
- The complainant alleged that the shelter lost two pieces of luggage that he was storing in the site's property storage room.
- In the response, Next Door stated that the complainant had retrieved his luggage and provided a copy of the property storage log that showed the complainant had signed out his property.

Pending – Site has responded to this complaint but it is still open pending a response from the client

- **Client #6**
- **Complaint submitted: 4/17/17**
- **Response received: 4/27/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
 - **Standard 2:** Provide shelter services in an environment that is safe...
 - **Standard 3:** ...clean shelters on a daily basis...
- The complainant alleged that the shelter was dirty and that shelter staff are rude and do not de-escalate conflicts between clients.
- In the response, Next Door stated that the shelter is cleaned daily and that bathrooms are deep cleaned once a month. The site also stated that staff regularly de-escalate and defuse conflicts between clients and that all Service Coordinators were reminded to treat all clients with respect and dignity.

Not satisfied – The client was not satisfied with the response and had requested an investigation. This investigation is currently pending.

- **Client #7**
- **Complaint submitted: 4/7/17**
- **Response received: 4/11/17**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is safe...

- **Standard 17:** Note in writing and post in common areas in the shelter when a maintenance problem will be repaired...
- The complainant alleged that there were several facility issues needed to be repaired and that another client broke a glass bottle inside the shelter which could be used as a weapon.
- In the response, Next Door stated that the site investigated the facility issues listed in the complaint and scheduled repairs when the issues were confirmed. The response also stated that glass bottles are prohibited from the shelter and asked the complainant to immediately report the presence of any glass bottles inside the shelter to staff.

Sanctuary

- **Client #1:**
- **Complaint submitted: 4/4/17**
- **Response received: 4/7/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant that a shelter employee accused her of harassing another client without taking the time to hear her side of the story.
- In the response, the site stated that shelter staff spoke to the complainant and the other client after they both reported to staff that they were being harassed by the other party. The response also stated that they did not accuse the complainant of harassing the other client, but warned both parties that harassment or use of discriminatory language could result in a denial of service. The response concluded by stating that both parties were asked to avoid each other and that staff would continue to monitor the situation between the two.

Pending – Site has responded to this complaint but it is still open pending a response from the client

- **Client #2:**
- **Complaint submitted: 4/17/17**
- **Response received: 4/24/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
 - **Standard 2:** Provide shelter services in an environment that is safe...
 - **Standard 3:** ...clean shelters on a daily basis...
- The complainant alleged that shelter staff were rude, that the hygiene supplies the shelter gave her were old and used and that she was bitten by bed bugs while staying at the shelter.
- In the response, the site stated that they reminded all staff to be professional and respectful when working with clients. The response also stated that all hygiene supplies that are given to clients are new and unused but that they would review their inventory. The site also stated that the site has a bed bug protocol that is followed consistently by shelter staff when bed bugs are reported, but because the complaint was filed anonymously they could not provide specific information about the complainant's situation.

Not satisfied – The client was not satisfied with the response and had requested an investigation. This investigation is currently pending.

April Client Complaints by Standard

Standard of Care	Number of complaints alleging violations of this Standard	Number of sites receiving complaints about this Standard
Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies...	12	5
Standard 2: Provide shelter services in an environment that is safe...	5	4
Standard 3: ...hire janitorial staff to clean shelters on a daily basis	4	3
Standard 13: Make shelter facility available to shelter clients for sleeping at least 8 hours per night	1	1
Standard 15: Provide shelter clients with...secure property storage...	2	1
Standard 17: Note in writing...when a maintenance problem will be repaired...	2	1
Standard 25: Require all staff to wear a badge that identifies the staff person by name and position	1	1
Standard 31: Annual all-staff mandatory trainings: (1) hand washing requirements...	1	1

Please note that each complaint can include alleged violations of more than one Standard of Care

Total Client Complaints FY 2016-2017

Site	Site Capacity	7/16	8/16	9/16	10/16	11/16	12/16	1/17	2/17	3/17	4/17	Total (16-17 FY)
A Woman's Place	11 mats	0	0	1	0	1	3	0	0	0	0	5
A Woman's Place Drop In Center	63 chairs	0	3	1	0	0	2	1	0	0	1	8
Bethel AME	30 mats	0	0	1	0	0	2	3	4	1	0	11
Compass	22 families	0	0	0	0	0	0	0	0	0	0	0
First Friendship Family	25 families	0	1	0	0	1	0	0	0	0	0	2
Hamilton Emergency	46 beds, 8 cribs	0	0	0	0	0	0	0	0	1	0	1
Hamilton Family	27 families	0	0	0	0	0	0	0	0	0	0	0
Hospitality House	30 beds/mats	0	2	1	0	1	0	0	1	0	1	6
Interfaith Winter Shelter	60-100 mats depending on the site	0	0	0	0	0	0	0	0	0	0	0
Jazzie's Place	24 beds	0	0	0	0	3	2	0	0	1	0	6
Lark Inn	40 beds	0	0	0	0	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	0	0	0	0	0	0	0	0	0	0	0
MSC South Shelter	340 beds	3	5	1	0	2	2	2	1	1	0	17
MSC South Drop In Center	75 chairs	0	2	1	0	0	0	0	2	0	2	7
Next Door	334 beds	8	9	7	8	9	7	7	16	25	8	104
Providence	110 mats	0	3	0	0	0	0	0	0	0	0	3
Sanctuary	200 beds	1	0	0	1	0	0	0	2	2	2	8
Santa Ana	28 beds	0	0	1	0	0	0	0	0	0	0	1
Santa Marta/Maria	56 beds	0	1	0	1	0	0	1	0	0	0	3
St. Joseph's	10 families	0	0	0	0	0	0	0	0	1	0	1
United Council	48 chairs	0	0	0	0	0	0	0	0	0	0	0
Total	Single adult: 1203 beds/mats Interfaith: 60-100 mats Resource Centers: 256 chairs Family: 84 family rooms, 46 beds and 8 cribs	12	26	14	10	17	18	14	26	32	14	183

FY2016-2017 Unannounced Site Visit Tally

Site	Q1 July-Sept.	Q2 Oct.-Dec.	Q3 Jan. - March	Q4 April – June	Total (16-17 FY)
A Woman’s Place	July 2016	Oct. 2016	Jan. 2017	-	3
A Woman’s Place Drop In Center	July 2016	Oct. 2016	Jan. 2017	-	3
Bethel AME	Aug. 2016	Nov. 2016	March 2017	-	3
Compass	July 2016	Oct. 2016	Jan. 2017	-	3
First Friendship Family	Sept. 2016	Dec. 2016	March 2017	-	3
Hamilton Emergency	July 2016	Dec. 2016	Jan. 2017	-	3
Hamilton Family	July 2016	Dec. 2016	Jan. 2017	-	3
Hospitality House	Sept. 2016	Dec. 2016	March 2017	-	3
Interfaith Winter Shelter* seasonal shelter open during winter months	*Closed	Dec. 2016	March 2017	-	2
Jazzie’s Place	Sept. 2016	Dec. 2016	March 2017	-	3
Lark Inn	Sept. 2016	Dec. 2016	March 2017	-	3
Mission Neighborhood Resource Ctr.	Aug. 2016	Dec. 2016	March 2017	-	3
MSC South Shelter	Aug. 2016	Nov. 2016	March 2017	-	3
MSC South Drop In Center	Aug. 2016	Dec. 2016	March 2017	-	3
Next Door	Aug. 2016	Nov. 2016	Jan. 2017	-	3
Providence	Aug. 2016	Nov. 2016	March 2017	-	3
Sanctuary	July 2016	Oct. 2016	Jan. 2017	-	3
Santa Ana	Sept. 2016	Dec. 2016	March 2017	-	3
Santa Marta/Maria	Sept. 2016	Dec. 2016	March 2017	-	3
St. Joseph’s	Sept. 2016	Nov. 2016	March 2017	-	3
United Council	Sept. 2016	Nov. 2016	March 2017	-	3
Total	20	21	21	-	62
Assigned	20	21	21	-	82
Total	100% compliance for Q1 FY16-17	100% compliance for Q2 FY16-17	100% compliance for Q3 FY16-17	-	75% compliance for FY16-17 (through April only)

The Shelter Monitoring Committee is required to complete four unannounced visits to each site on an annual basis.

FY2016-2017 Announced Site Visit Tally

Site	Announced Visit #1	Announced Visit #2	Total (16-17 FY)
A Woman's Place	Oct. 2016	-	1
A Woman's Place Drop In Center	-	-	0
Bethel AME	Nov. 2016	-	1
Compass	Oct. 2016	-	1
First Friendship Family	Dec. 2016	-	1
Hamilton Emergency	Jan. 2017	March 2017	2
Hamilton Family	Jan. 2017	March 2017	2
Hospitality House	Dec. 2016	-	1
Interfaith Winter Shelter* seasonal shelter open during winter months	Feb. 2017	-	1
Jazzie's Place	Dec. 2016	-	1
Lark Inn	Dec. 2016	-	1
Mission Neighborhood Resource Ctr.	Dec. 2016	-	1
MSC South Shelter	Nov. 2016	-	1
MSC South Drop In Center	Dec. 2016	-	1
Next Door	Nov. 2016	-	1
Providence	Nov. 2016	-	1
Sanctuary	Oct. 2016	-	1
Santa Ana	Nov. 2016	-	1
Santa Marta/Maria	Dec. 2016	-	1
St. Joseph's	Nov. 2016	-	1
United Council	Nov. 2016	-	1
Total	20	-	22

The Shelter Monitoring Committee is required to complete two announced visits to each site on an annual basis in order to survey and interview clients.

Committee Membership and Staff Update

2017 Meeting Calendar

- June 21
- July 19
- August 16
- September 20
- October 18
- November 15
- December 20