



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: September 15, 2017
RE: August SOC Staff Report

August Client Complaints

There were a total of 21 complaints submitted to the Shelter Monitoring Committee by 16 unduplicated clients in August 2017. Of those 21 complaints, one received a response that satisfied the client and one received a response that did not satisfy the client. There are five complaints that are still open pending a response from the site. Sites have responded to the other fourteen complaints but they are still open pending a response from the client.

Committee staff were asked to monitor client complaints in order to track the names of specific shelter staff that are named in client complaints. When a shelter employee is involved in three or more complaints in one month, the name of that employee and the complaints that they were involved in are sent to shelter management and the HSH contract monitor. In the month of August, one shelter employee at Bethel AME was named in three complaints filed by three unduplicated clients. All three clients alleged that this employee behaved unprofessionally and spoke to clients using disrespectful language. As a result, that employee's information and the complaints that they were involved in were sent to Bethel AME's shelter management and the HSH contract monitor.

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.

Bethel AME

- **Client #1**
- **Complaint submitted: 8/8/17**
- **Response received: 8/23/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules and grievance process
- The complainant alleged that she was disqualified from making a shelter reservation for breaking a rule even though other clients received reservations after doing the same thing.
- The response stated that the client was not given an immediate reservation because she tried to hold her place in line with bags, which is against shelter rules. The response also stated that the client was put on standby and was eventually accommodated with a mat.

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

- **Client #2**
- **Complaint submitted: 8/11/17**
- **Response received: 8/24/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that a shelter cook screamed at her and threatened to have her DOS'd while they were both standing outside of the shelter.
- The response denied the allegations and stated that the shelter cook had asked the complainant to move across the street after the complainant's dog had almost urinated on some boxes of food that the shelter employee was trying to bring inside the site.

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

- **Client #3**
- **Complaint submitted: 8/15/17**
- **Response received: 8/23/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that shelter staff are unprofessional and write her up for breaking rules that the site doesn't enforce with other clients.
- The response denied the allegations that staff were unprofessional and stated that the complainant was given write-ups after ignoring direct instructions from shelter staff to stay out of closed areas of the shelter.

Closed – Client was satisfied with the site's response

- **Client #4**
- **Complaint submitted: 8/18/17**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that the shelter cook made an inappropriate announcement to clients saying that she didn't get paid enough for her job and that throwing out food is a sin.

Open – Site has not responded to this complaint

- **Client #5**
- **Complaint submitted: 8/18/17**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that that shelter staff are rude to clients. The complainant also alleged that shelter staff kept the clients up one night by constantly opening and closing a noisy door.

Open – Site has not responded to this complaint

- **Client #6**
- **Complaint submitted: 8/30/17**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...

- The complainant alleged that that shelter staff are rude to clients. The complainant also alleged that the shelter cook yelled at her after she asked the cook if she could make the food less spicy.

Open – Site has not responded to this complaint

First Friendship

- **Client #1**
- **Complaint submitted: 8/21/17**
- **Response received: 9/7/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
 - **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence
 - **Standard 25:** Require all staff to wear a badge that identifies the staff person by name and position
- The complainant alleged that shelter staff are unprofessional and never wear ID badges. The complainant also stated that two clients got into a fight at the shelter and alleged that shelter staff did not de-escalate the situation or write either of the clients up.
- The response denied the allegations that staff are unprofessional and that they do not wear ID badges. The response also stated that two clients were involved in a verbal argument but that neither party was involved in a physical fight. The response also stated that shelter staff de-escalated the situation and did not write up either client because neither party had broken a major shelter rule.
- **This complaint was sent to the HSH contract monitor because it contained allegations of physical violence.**

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

MSC South

- **Client #1**
- **Complaint submitted: 8/8/17**
- **Response received: 8/23/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
 - **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence
- The complainant alleged that shelter staff have been sexually harassing her throughout her stay at the shelter. The complainant also alleged that a shelter employee challenged the complainant and her mother to a fight.
- The response stated that MSC South's Human Resources Director conducted an investigation into the complaint and that he could not verify any of the complainant's allegations of sexual harassment. The response also denied the allegations that an employee challenged the complainant and her mother to a fight and stated that the complainant was DOS'd after threatening shelter staff.
- **This complaint was sent to the HSH contract monitor because it contained allegations of staff sexually harassing clients.**

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

- **Client #2**
- **Complaint submitted: 8/8/17**

- **Response received: 8/23/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
 - **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence
- The complainant alleged that a shelter employee challenged the complainant to a fight and DOS'd the complainant after falsely accusing the complainant of hitting her.
- The response denied the allegations that a shelter employee challenged the complainant to a fight. The response also stated that the complainant was DOS'd after she attempted to punch a shelter employee but missed.

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

- **Client #3**
- **Complaint submitted: 8/17/17**
- **Response received: 8/24/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that he was DOS'd from the site for having bomb making materials, but stated that the materials were 3% bleach that he uses for oral hygiene and for laundering his clothes.
- The response states that the complainant was not denied services and that the complainant left on his own while staff were trying to find a better bed location for him. The response also states that shelter staff informed him that bleach and peroxide were not allowed in the shelter because they were flammable and dangerous, but denies having DOS'd the complainant for having those materials.

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

Next Door

- **Client #1, Complaint #1:**
- **Complaint submitted: 8/22/17**
- **Response received: 8/29/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
 - **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence
- The complainant alleged that shelter staff are sleeping while on duty, sexually harassing him and have stopped clients from getting seconds at meal times because they want to take the extra food home.
- The response stated that shelter supervisor have investigated the allegations of staff sleeping and sexually harassing the complainant but could not substantiate them. The response also stated that multiple cooks that were interviewed about the complaint and all reported that there were no seconds available and that staff did not taking any food home on the day listed in the complaint.

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

- **Client #1, Complaint #2**
- **Complaint submitted: 8/24/17**
- **Response received: 8/29/17**
- **Alleged SOC Violations:**

- **Standard 3: Provide...toilet paper in each bathroom stall...**

- The complainant alleged that that several of the bathroom stalls don't have toilet paper holders, which results in clients having to use toilet paper that is covered in urine.
- The response stated that multiple shelter staff were instructed to inspect the restrooms and that all staff reported that the bathrooms were cleaned and stocked with toilet paper.

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

- **Client #1, Complaint #3:**

- **Complaint submitted: 8/24/17**

- **Response received: 8/29/17**

- **Alleged SOC Violations:**

- **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence
- **Standard 13:** Make shelter facility available to shelter clients for sleeping at least 8 hours per night

- The complainant alleged that shelter staff are sleeping while on duty and that one shelter employee had a loud conversation with another client which disturbed the complainant's sleep.
- The response stated that shelter supervisors have been making their hourly rounds at night and none of them have reported seeing any staff sleeping while on duty. The response also stated that the shelter employee was attempting to de-escalate a distressed client and that the shelter apologized for disrupting the complainant's sleep.

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

- **Client #1, Complaint #4:**

- **Complaint submitted: 8/29/17**

- **Response received: 8/30/17**

- **Alleged SOC Violations:**

- **Standard 1:** Treat all clients equally, with respect and dignity...
- **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence

- The complainant alleged that shelter staff are sleeping while on duty.
- In the response, the site stated that none of the shelter supervisors have seen shelter staff sleeping while they conduct hourly rounds of the floors. The response also stated that shelter management had been reaching out to the complainant in an effort to address his concerns.

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

- **Client #1, Complaint #5:**

- **Complaint submitted: 8/29/17**

- **Response received: 8/30/17**

- **Alleged SOC Violations:**

- **Standard 1:** Treat all clients equally, with respect and dignity...

- The complainant alleged that shelter staff are waking clients up by making loud announcements after lights out. The complainant also alleged that shelter staff are retaliating against him after he turned down their sexual advances.
- The response denied the allegations that shelter staff were making loud announcements after lights out but stated that management has reminded all staff to be mindful of the volume of their voices when conducting business on the floors. The response also states that the shelter staff

listed in the complaint all denied making sexual advances towards the complainant. The response also stated that management is willing to meet with the complainant to address his concerns.

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

Providence

- **Client #1:**
- **Complaint submitted: 8/3/17**
- **Response received: 8/17/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
 - **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence
 - **Standard 3:** restrooms...shall be maintained in proper working condition...
 - **Standard 8:** ...provide orientation to new shelter clients that includes information on shelter rules and how to access ... services
 - **Standard 11:** ... prohibits smoking in homeless shelters.
 - **Standard 13:** Make the shelter facility available to shelter clients for sleeping at least 8 hours per night
 - **Standard 15:** Provide clients with...storage inside each shelter...
 - **Standard 25:** Require that all staff wear an ID badge that identifies the staff person by name and position
 - **Standard 27:** Provide public notification of at least 24 hours in advance of on-site community meetings
- The complainant alleged that shelter staff are unprofessional, don't wear ID badges and attempted to physically pull him off of a mat he was using one night. The complainant also alleged that one of the sinks in the restroom has a leak, that he has never received an orientation, that clients are smoking and drinking while waiting in line to enter the shelter, that lights in the shelter are pointed at clients instead of at the ceiling and that there are no signs posted 24 hours in advance of community meetings.
- The response denied the allegations that staff were being unprofessional, tried to pull the complainant off of a mat and that they were not wearing ID badges. The response also states that clients are given an orientation during community meetings, that security officers monitor the line to ensure clients are not smoking or drinking, that the sink was fixed, that the lights are always pointed towards the ceiling and that notices are posted 24 hours before all community meetings.

Not satisfied – The complainant has requested an investigation into this complaint. This investigation is currently pending.

- **Client #2:**
- **Complaint submitted: 8/21/17**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
 - **Standard 25:** Require that all staff wear an ID badge...
- The complainant alleged that shelter staff are rude, unprofessional and do not wear ID badges. The complainant also alleged that staff make her ask for permission before doing anything (such as taking a shower, taking an extra mat, plugging a phone charger into an outlet) even though other clients don't need permission to do the same thing.

Open – Site has not responded to this complaint

Sanctuary

- **Client #1:**
- **Complaint submitted: 8/8/17**
- **Response received: 8/22/17**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence
- The complainant alleged that she was bitten by a dog belonging to another client. The complainant stated that shelter staff told her that she would be moved to a different bed since it would be traumatic for her to stay in the same area where she was bitten, but alleges that shelter staff never found her a different bed.
- The response states that the complainant returned to the shelter after midnight, so shelter staff did not have an opportunity to find another bed for her to sleep in. The response also states that shelter staff and management both checked in with the complainant to see how she was doing the next day.

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

- **Client #2:**
- **Complaint submitted: 8/9/17**
- **Response received: 8/11/17**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence
- The complainant alleged that he was assaulted on two occasions by two different clients staying at Next Door. The complainant also alleged that someone threw a container full of urine on his head while he was standing on the street outside of the shelter and shelter staff did nothing to investigate who threw the container.
- The response states that both clients who assaulted the complainant were immediately denied services for their actions. The response also states that the site manager immediately went upstairs to investigate the incident but could not determine who threw the container of urine.
- **This complaint was sent to the HSH contract monitor because it contains allegations of physical violence.**

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

- **Client #3:**
- **Complaint submitted: 8/21/17**
- **Response received: 8/25/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant stated that he has had ongoing issues with bugs since he started his stay at Sanctuary and alleged that staff should be doing more to address the issue.
- The response states that the site implemented the bedbug protocol once the complainant reported being bitten by bugs (protocol includes cleaning the bed, changing the mattress and moving the complainant to a different bed). The response also states that all beds at Sanctuary are currently being treated and that DPH will be sending out an inspector for a follow-up inspection.

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

Santa Ana

- **Client #1:**
- **Complaint submitted: 8/10/17**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 15:** Provide shelter clients with pest-free, secure property storage inside each shelter
- The complainant alleged that shelter staff gave him a bag of another client’s belongings instead of the bag containing his property.

Open – Site has not responded to this complaint

August Client Complaints by Standard

Standard of Care	Number of complaints alleging violations of this Standard
Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies...	16
Standard 2: Provide shelter services in an environment that is safe and free from physical violence	9
Standard 3: ...hire janitorial staff to clean shelters on a daily basis	2
Standard 8: ...provide orientation to new shelter clients that includes information on shelter rules and how to access ... services	1
Standard 11: Comply with Article 19F of the San Francisco Health Code that prohibits smoking in homeless shelters	1
Standard 13: Make the shelter facility available for sleeping at least 8 hours per night	2
Standard 15: Provide shelter clients with pest-free, secure property storage inside each shelter...	2
Standard 25: Require all staff to wear a badge that identifies the staff person by name and position	3
Standard 27: Provide public notification at least 24 hours in advance of on-site, community meetings	1

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

August SOC Investigations

Clients who are not satisfied with the site's response to their complaint can request a Committee investigation into their complaint. The Committee completed four investigations in August, one for a client at Bethel AME shelter and three for clients at Next Door.

Bethel AME

Client #1

Complaint filed: 7/7/17

Response received: 7/11/17

Investigation requested: 7/11/17

Investigation completed: 8/2/17

Alleged SOC violation:

- **Standard 13)** Make the shelter facility available to shelter clients for sleeping at least 8 hours per night

The complainant made the following allegations:

- **Standard 13:** The complainant alleged that the ceiling lights that are left on after "Lights Off" are extremely bright and prevent clients from sleeping at night.

Investigation:

- Committee staff visited Bethel AME on July 24th to check if there were lights that were left on after "Lights Out". Committee staff confirmed that there were several bright ceiling lights were on that were illuminating the middle row of mats in the sleeping area.
- Committee staff visited Bethel AME on July 25th and August 2nd to interview clients to gather additional information about how many clients were kept up by the lights, which location inside of the shelter was having the most difficulty with the lights and how clients were coping with the lights.

Findings:

- For a site to be found out of compliance with Standard 13, 3 or more clients (10% of the total site capacity) must indicate that the lights were keeping them awake at night. Out of the 15 clients that were interviewed, 6 (20% of the total site capacity) reported that they were unable to get 8 hours of sleep at night because of the lights. As a result, Bethel AME is out of compliance with Standard 13.

Recommendations:

- Bethel AME shelter staff have reported that they do not have access to the switch that controls the lights. Please make arrangements with Bethel AME church to ensure that lights are turned off during "Lights Out" and follow-up with the Shelter Monitoring Committee by September 15, 2017.
- Committee staff shall continue monitoring client complaints to determine if they get any more reports about ceiling lights being left on after "Lights Out" at Bethel AME.

Next Door

Client #1

Complaint filed: 6/30/17

Response received: 7/27/17

Investigation requested: 7/27/17

Investigation completed: 8/14/17

Alleged SOC violation:

- **Standard 2)** Provide shelter services in an environment that is safe and free from physical violence

The complainant made the following allegations:

- **Standard 2:** The complainant alleged that another client (Client A) aggressively put her hands in her face, which the complainant considered to be bullying and threatening behavior. The complainant alleged that Next Door was not providing a safe shelter environment because Client A was not denied services for this incident.

Investigation:

- Committee staff investigated this complaint by visiting Next Door on August 14th in order to speak to the site manager about the shelter's investigation into this complaint and to review statements from the complainant and Client A.
- Committee staff requested a viewing of the security video footage of the incident, but Next Door responded that they could not fulfill the request citing HSH's security video policy that prohibits shelters from using video footage for warnings and/or denials of service except for incidents of physical violence.

Findings:

- Statements from both parties agreed that Client A did not verbally threaten or make any physical contact with the complainant during the incident. The complainant stated that she considered Client A's hand waving to be a physical threat, while Client A claimed that she did not physically threaten the complainant and stated that she only told the complainant to stay away from her.
- Due to a lack of other evidence that could confirm the complainant's allegations, Committee staff could not determine if Next Door was in compliance with Standard 2.

Recommendations: N/A**Client #2****Complaint filed: 7/11/17****Response received: 7/12/17****Investigation requested: 7/24/17****Investigation completed: 8/10/17****Alleged SOC violation:**

- **Standard 15)** Provide shelter clients with pest-free, secure property storage inside each shelter

The complainant made the following allegations:

- **Standard 15:** The complainant alleged that shelter staff bagged and stored her belongings (9 total bags) after she was denied services from Next Door. The complainant stated that she returned to Next Door after her denial of service was overturned, but alleged that shelter staff only returned 8 of her 9 bags of property to her. The complainant alleged that the missing bag contained some clothing and personal documents.

Investigation:

- Committee staff visited Next Door on July 24th, 2017 and conducted a search of Next Door's property storage room.
- Committee staff made a follow-up visit to Next Door on August 10th to speak to shelter management and to review property storage records.

Findings:

- Committee staff were unable to locate the complainant's belongings inside Next Door's property storage room.
- Property records indicated that shelter staff had originally stored 9 bags of the complainant's property but only returned 8 bags to her.
- As a result of these findings, Next Door is out of compliance with Standard 15.

Recommendations:

- Please review all property storage policies and procedures with shelter staff that were involved in the handling of the complainant's property to ensure that they are trained on the bagging, tagging and storage of client property.
- Committee staff shall continue monitoring client complaints to determine if additional clients are reporting issues with Next Door's property storage.

Client #3

Complaint filed: 7/12/17

Response received: 7/14/17

Investigation requested: 8/10/17

Investigation completed: 8/31/17

Alleged SOC violation:

- **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies and grievance process

The complainant made the following allegations:

- **Standard 1:** The complainant alleged that she attempted to request a clean set of sheets for shelter staff. The complainant alleged that shelter staff refused to give her a new set of sheets, so she returned the dirty sheets that she was holding. The complainant alleges that shelter staff kicked her out of the shelter for the night for turning in dirty sheets without writing her up or DOSing the client.

Investigation:

- Committee staff visited Next Door on August 31st to speak to shelter management about the shelter's investigation into the complainant, to review statements from shelter staff and a police report that the complainant submitted to Committee staff.

Findings:

- Statements from shelter staff indicated that the complainant was asked to leave the shelter, but only after the complainant allegedly threw dirty sheets at shelter staff. Statements from shelter staff also indicated that staff asked the complainant to take a break outside the shelter to de-escalate the situation and that staff were not intending deny the complainant services for the night.
- Both the complainant and shelter staff reported that the police were dispatched to the Next Door shelter in response to the incident. The complainant provided Committee staff with a copy of the responding officers' Incident Report, which stated that shelter staff told police officers that they "would like [the complainant] to leave the shelter for the night because she has been rude and disrespectful to shelter staff."
- Based on the findings and the information provided in the police report, Committee staff have determined that Next Door staff attempted to deny services to the complainant for one night

without following appropriate policies and procedures. As a result, Next Door was out of compliance with Standard 1.

Recommendations:

- Committee staff recommend that shelter staff involved in the incident review Ch. 6 of the Shelter Training Manual: Intervention with Escalating Clients
- Committee staff recommended that Next Door implement the following policies when asking clients to leave the main shelter area as a de-escalation technique:
 - Shelter clients that are asked to leave the shelter area for de-escalation purposes must be told when they can return to the shelter.
 - Shelter staff must document all instances where clients are asked to leave the shelter, including the reason why the client was asked to leave and how long they were asked to leave for.

Next Door’s shelter management informed Committee staff on 9/7/17 that as a result of this investigation, the site has made the following change to shelter policy: Shelter staff can no longer send clients outside of the shelter at night as a de-escalation technique and are now required to send clients to the basement or a conference room inside the shelter instead.

Total Client Complaints FY 2017-2018

Site	Site Capacity	7/17	8/17	Total (17-18 FY)
A Woman’s Place	11 mats	0	0	0
A Woman’s Place Drop In Center	63 chairs	0	0	0
Bethel AME	30 mats	2	6	8
Compass	22 families	0	0	0
First Friendship	25 families	0	1	1
Hamilton Emergency	46 beds, 8 cribs	0	0	0
Hamilton Family	27 families	1	0	1
Hospitality House	30 beds/mats	0	0	0
Interfaith Winter Shelter	60-100 mats depending on the site	0	0	0
Jazzie’s Place	24 beds	0	0	0
Lark Inn	40 beds	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	0	0	0
MSC South Shelter	340 beds	3	3	6
MSC South Drop In Center	75 chairs	0	0	0
Next Door	334 beds	4	5	9
Providence	110 mats	0	2	2
Sanctuary	200 beds	2	3	5
Santa Ana	28 beds	0	1	1
Santa Marta/Maria	56 beds	0	0	0
St. Joseph’s	10 families	0	0	0
United Council	48 chairs	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	21	33

August Site Visit Infractions

There were six unannounced site visits conducted in August. One site was not cited for any Standard of Care infractions, this site was the Hamilton Emergency Shelter. The infractions for the other five sites are listed below:

Hamilton Family Shelter

Site visit date: 8/21/17

Infractions submitted to site: 8/25/17

Site responded: 9/1/17

SOC infractions:

- **Standard 3:** 2nd floor Women's restroom needed additional cleaning, one toilet clogged and not flushing; 3rd floor Women's restroom ADA showerhead not working – **Resolved**
- **Standard 17:** No signage posted for facility issues noting expected date of repair (clogged toilet, broken ADA showerhead, broken water fountains on 2nd and 3rd floor) – **Resolved**

Mission Neighborhood Resource Center

Site visit date: 8/29/17

Infractions submitted to site: 9/8/17

Site responded: 9/12/17

SOC infractions:

- **Standard 3:** Men's bathroom was dirty with debris on floor and trash can overflowing onto the floor with paper towels and other garbage – **Resolved**

Next Door

Site visit date: 8/31/17

Infractions submitted to site: 9/15/17

Site responded: **Pending**

SOC infractions:

- **Standard 3:** Bath towels not available for all clients; no paper towels in sink only room on 4th floor
- **Standard 17:** No signage for broken water fountain on 1st floor

Santa Ana

Site visit date: 8/17/17

Infractions submitted to site: 8/18/17

Site responded: **Pending**

SOC infractions:

- **Standard 3:** No hand sanitizer

United Council

Site visit date: 8/30/17

Infractions submitted to site: 9/15/17

Site responded: **Pending**

SOC infractions:

- **Standard 21:** No professional translation services (i.e Language Link)
- **Standard 22:** No bilingual English and Spanish staff available

FY2017-2018 Unannounced Site Visit Tally

Site	Q1 July-Sept.	Total (17-18 FY)
A Woman's Place	0	0
A Woman's Place Drop In Center	0	0
Bethel AME	0	0
Compass	0	0
First Friendship Family	0	0
Hamilton Emergency	1	1
Hamilton Family	1	1
Hospitality House	0	0
Interfaith Winter Shelter* seasonal shelter open during winter months	*Closed	0
Jazzie's Place	0	0
Lark Inn	0	0
Mission Neighborhood Resource Ctr.	1	1
MSC South Shelter	0	0
MSC South Drop In Center	0	0
Next Door	1	1
Providence	0	0
Sanctuary	0	0
Santa Ana	1	1
Santa Marta/Maria	0	0
St. Joseph's	0	0
United Council	1	1
Total	6	6
Assigned	20	82
Compliance	33.3% compliance	7.3% compliance for FY17-18

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

August Client Survey Results

There was one announced site visit conducted in August at Hospitality House. The survey results from that visit are listed below:

Hospitality House
Site visit date: 8/30/17
Clients surveyed: 8

Survey Question	Yes	No
Do staff treat you with respect?	8	0
Do you feel discriminated against because of your age, disability, gender, race, religion, sexual orientation or transgender status?	0	8
Do you feel safe at this shelter?	8	0
Does staff de-escalate arguments and help to break up verbal fights between clients?	8	0
Is the sleeping area quiet at night?	7	1

FY2017-2018 Announced Site Visit Tally

Site	Total (17-18 FY)
A Woman's Place	0
A Woman's Place Drop In Center	0
Bethel AME	0
Compass	0
First Friendship Family	0
Hamilton Emergency	0
Hamilton Family	0
Hospitality House	1
Interfaith Winter Shelter *seasonal shelter open during winter months	0
Jazzie's Place	0
Lark Inn	0
Mission Neighborhood Resource Ctr.	0
MSC South Shelter	0
MSC South Drop In Center	0
Next Door	0
Providence	0
Sanctuary	0
Santa Ana	0
Santa Marta/Maria	0
St. Joseph's	0
United Council	0
Total	1
Required	41
Compliance for FY17-18	2.4%

The Committee is required to make two announced site visits to each site each year in order to survey clients.

Staff Update and Committee Membership

Staff Update

Committee staff will provide an update on the changes to the Shelter Monitoring Committee's legislation.

Membership

The Committee currently has twelve members and there is one vacancy. Details of the vacant seat is as follows:

Local Homeless Coordinating Board

*Seat 1-Member shall be nominated by a non-profit providing advocacy or organizing to homeless people. Please attach a letter of support from the community agency nominating you for this seat.

Contact Jeff Simbe at 415-255-3647 or email jeff.simbe@sfdph.org if you are interested in applying.

2017 Meeting Calendar

- October 18
- November 15
- December 20