City and County of San Francisco
Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: September 16, 2015
RE: **August 2015 SOC and Staff Report**

Standards of Care Report

Overview of Complaints
There were a total of 19 complaints in August 2015. 15 individual clients filed complaints along with four Committee generated complaints through site visits this month.

Investigations
There were three investigations conducted in the month of August:

- A client at Next Door made the complaint that after she left her belongings at the site after being denied service and that staff could not find her belongings when she returned. After speaking with shelter management and inspecting the property storage room and storage records, Committee staff found the property storage logs to be accurate and determined that the client did not follow shelter policy regarding storage of personal items after denial of service. As a result, Next Door is in compliance with Standard 15 which requires the site to provide pest-free, secure property storage inside the shelter.
- A client at MSC South Drop-In made the complaint that shelter management were showing favoritism to certain clients by allowing them to bring prohibited items into the site (glass jars and folding chairs). Committee staff conducted an unannounced inspection of the Drop-In area and found that there were no clients that had glass jars or folding chairs in their possession. In addition, shelter management explained that the client was referring to certain walkers that clients have that come with a built in seat. Because these walkers are considered medical devices, shelter policy allows them inside the Drop-In center. As a result of these findings, Committee staff determined that MSC South Drop-In is in compliance with Standard 1 which requires staff to treat all clients equally and with respect.
- A client at MSC South Drop-In made the complaint that he was unfairly DOS'd and that he was verbally and physically abused by staff outside of the Drop-In Center. Committee staff spoke with shelter management and reviewed video footage that was taken during the night of the incident. After reviewing the video footage, Committee staff determined that one of the two employees named in the complaint was clearly verbally abusive towards the client. However, Committee staff was unable to determine whether or not any physical abuse took place based on the video footage alone. As a result of these findings, Committee staff determined that MSC South Drop-In was in violation of Standard 1 which

1380 Howard Street, First Floor
San Francisco, CA 94103
www.sfgov.org/sheltermonitoing
(415) 255-3642 (phone)
(415) 255-3629 (fax)
shelter.monitoring@sfgov.org

requires staff to treat all clients equally and with respect. The employee that verbally abused the client is now going through the internal disciplinary process at the site.

Types of Complaints

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.*

Client Complaints

A Woman's Place

Complainants: 1

Type of Complainant: Client

- A client alleges that the basement floor if infested with cockroaches, another client has two violent dogs in the shelter and that certain staff do not know how to check in clients.

The site responded to the complaint but the case is still pending as we are awaiting the client response.

A Woman's Place Drop-In

Complainants: 1

Type of Complainant: Client

- A client alleges that shelter staff allow clients to threaten other clients without repercussion and show favoritism towards African-American clients.

This case is still open as the site has yet to respond to the complaint.

Bethel AME

Complainants: 2

Type of Complainant: Client

- A client alleges that an employee at the site uses threatening language when speaking with clients and refuses to provide clients with her supervisor's number when requested.

This case is still open as the site has yet to respond to the complaint.

- A client alleges that an employee at the site uses threatening language when speaking with clients and shows favoritism to certain clients over others.

This case is still open as the site has yet to respond to the complaint.

First Friendship

Complainants: 2

Type of Complainant: Client

- A client alleges that shelter staff smoke marijuana during their shifts and that the food is too spicy for her children to eat.

The site responded to the complaint but the case is still pending as we are awaiting the client response.

- A client alleges that the bathrooms in the shelter were broken one night and staff directed clients to use a restroom at a gas station 3 blocks away from the shelter. The client also states that the bathrooms are frequently out of toilet paper and paper towels and that staff often have loud conversations after lights out which keeps clients awake at night.

This case is still open as the site has yet to respond to the complaint.

MSC South
Complainants: 2
Type of Complainant: Client

- A client alleges that an employee engages in confrontational behavior and disrespects clients.

The site responded to the complaint but the case is still pending as we are awaiting the client response.

- A client alleges that his possessions were wrongfully discarded and his bed was wrongfully dropped after shelter staff kept writing him up for being late for check-in even though he had a late pass.

The site responded to the complaint but the case is still pending as we are awaiting the client response.

MSC South Drop-in
Complainants: 2
Type of Complainant: Client

- A client alleges that shelter staff are showing favoritism to certain clients by giving them beds right away even though there are other clients who have been waiting for beds for far longer.

The site responded to the complaint but the case is still pending as we are awaiting the client response.

- A client alleges that shelter staff unfairly DOS'd him as well as verbally and physically abusing him.

The client was not satisfied with the response to the complaint and requested that the Shelter Monitoring Committee investigate the complaint. Committee staff determined that the site was not in compliance with Standard 1. As a result, this case is now closed.

Next Door
Complainants: 4
Type of Complainant: Client

- One client alleges that staff lost her belongings after she was DOS'd.

The client was not satisfied with the response to the complaint and requested that the Shelter Monitoring Committee investigate the complaint. Committee staff determined that the site was in compliance with Standard 15. As a result, this case is now closed.

- One client alleges that staff refused to address another client who has been harassing him.

The site responded to the complaint but the case is still pending as we are awaiting the client response.

- One client alleges that she is being harassed by other clients because she is transgender and that shelter staff are not doing anything to address the issue.

The site responded to the complaint but the case is still pending as we are awaiting the client response.

- One client alleges that a shelter employee has been harassing him about smoking medical marijuana even though he believes he is following all relevant shelter policies. In addition, the client alleges that he saw a shelter employee pressuring another client to falsify an eyewitness account in order to him in trouble.

The site responded to the complaint but the case is still pending as we are awaiting the client response.

Sanctuary
Complainants: 1
Type of Complainant: Client

- A client alleges that there is a bedbug infestation in the sleeping area and that the bathrooms have not had hot running water for over 8 months and the site has not posted signage explaining when the issue would be fixed.

The site responded to the complaint but the case is still pending as we are awaiting the client response.

Site Visit Violations

Bethel AME
Complainants: 1
Type of Complainant: Committee

- During a site inspection, Committee members noted that there were no sheets available, meal times and check in times were not posted in Spanish and there was no signage on where to access TTY.

This case is still open as the site has yet to respond to the other violations noted in the complaint.

First Friendship
Complainants: 1
Type of Complainant: Committee

- During a site inspection, Committee members noted that ID badges were not worn by all staff, there were no ADA compliant bathroom facilities, no reasonable accommodation forms were available, the site had run out of MUNI tokens, staff was not able to state when the last Cultural Competency training was held, there was no TTY or signage on where to access TTY and there was no Language Link available.

Note: This site does not receive funding from HSA for Language Link services. This case is still open as the site has yet to respond to the other violations noted in the complaint.

Hamilton Emergency
Complainants: 1
Type of Complainant: Committee

- During a site inspection, Committee members noted that the upstairs restroom needed cleaning.

This case is still open as the site has yet to respond to the complaint.

Santa Ana
Complainants: 1
Type of Complainant: Committee

- During a site inspection, Committee members noted that a bathroom soap dispenser needed to be refilled.

The site has responded to the complaint and is now in compliance with the Standards of Care.

Table: Total Complaints for FY 2015-2016 (last six months included for context)

Site	2/15	3/15	4/15	5/15	6/15	7/15	8/15	Total (15-16 FY)
A Woman's Place	0	0	0	1	1	**1**	**1**	**2**
A Woman's Place Drop In Center	1	2	0	1	1	**2**	**1**	**3**
Compass	0	1	0	0	0	**0**	**0**	**0**
First Friendship Family	0	0	1	1	2	**0**	**3**	**3**
Hamilton Emergency	0	0	0	0	0	**0**	**1**	**1**
Hamilton Family	0	0	0	0	2	**0**	**0**	**0**
Hospitality House	0	0	1	1	0	**0**	**0**	**0**
Interfaith Winter Shelter	0	0	0	0	0	**0**	**0**	**0**
Interfaith Bethel AME	2	1	0	1	1	**1**	**3**	**4**
Lark Inn	0	0	0	1	0	**1**	**0**	**1**
Mission Neighborhood Resource Ctr.	0	0	1	0	0	**0**	**0**	**0**
MSC South Shelter	1	2	4	2	1	**1**	**2**	**3**
MSC Drop In Center	0	1	0	1	4	**1**	**2**	**3**
Next Door	3	3	4	5	7	**4**	**4**	**8**
Providence	0	0	0	2	5	**1**	**0**	**1**
Sanctuary	0	0	0	1	2	**5**	**1**	**6**
Santa Ana	0	0	0	1	0	**0**	**1**	**1**
Santa Marta/Maria	0	0	0	0	0	**0**	**0**	**0**
St. Joseph's	0	0	0	0	0	**0**	**0**	**0**
United Council	0	0	0	2	0	**0**	**0**	**0**
Total	**7**	**10**	**11**	**20**	**26**	**17**	**19**	**36**

Staff Report

Vacancies

The Committee currently has eleven members; seven members are required to reach and maintain quorum. It is essential that you contact the Chair and staff immediately if you do not think you will be able to make the next scheduled meeting. Please refer to the schedule of meetings at the end of this report.
There are currently two vacancies on the Committee. Please reach out to the community and encourage people to apply. The Committee continues to need bilingual Spanish speaking members.

Mayor's Office, Vacancy Seat 1, must be currently or formerly homeless.
Interested persons should contact the Mayor's Office through:
Nicole Wheaton, Mayor's Appointments Secretary
1 Dr. Carlton B. Goodlett Place
City Hall, Room 200
San Francisco, CA 94102
Phone: (415) 554-7940
Nicole.Wheaton@sfgov.org

Board of Supervisor appointments
* Seat 1-Must be homeless or formerly homeless within the 3 years period to appointment and living with their homeless child under age 18.
Please complete the on-line application and forward your completed application with the appropriate documents.
http://www.sfbos.org/index.aspx?page=3067

Interested persons can also contact Committee staff, Jeff Simbe at 415-255-3647 who can assist applicants through application process.

Site Visits

.

Site Visit Tally FY 14-15

Shelter	JULY
A Woman's Place	1
AWPDI	1
Bethel AME	
Compass	
First Friendship	
Hamilton Emergency Shelter	
Hamilton Family Shelter	
Hospitality House	
Interfaith	
Lark Inn	1
MSC Drop In	
MSC Shelter	1
MNRC	
Next Door	
Providence	
Sanctuary	1
Santa Ana	
Santa Marta/Santa Maria	
St. Joseph's	
United Council	

- There were a total of five site visits conducted in July.

Trainings

- Standard of Care Trainings
- Shelter Health Trainings

2015 Meeting Schedule

September 16
October 21
November 18
December 16