



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: March 16, 2016
RE: February 2016 SOC and Staff Report

Standards of Care and Staff Report

Overview of Complaints

There were a total of 4 client complaints submitted to the Shelter Monitoring Committee in February 2016.

Investigations

There were no investigations conducted in the month of February. Summaries of the two investigations conducted in January can be found in the "Investigations" section below.

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.*

February Client Complaints

A Woman's Place Drop In

Complainants: 1

- **Complaint submitted:** 2/4/16
- **Response received:** Pending
- The client alleged that staff and other clients were bullying her due to her medical conditions.

This complaint is still open pending a response from the site.

Bethel AME

Complainants: 1

- **Complaint submitted:** 2/23/16
- **Response received:** Pending
- The client alleged that staff were speaking to her using disrespectful language and were discriminating against her because of her service animal.

This complaint is still open pending a response from the site.

Jazzie's Place

Complainants: 1

- **Complaint submitted: 2/19/16**
- **Response received: 2/22/16**
- The client alleged that shelter staff are not taking steps to protect him from bullying and harassment from other clients staying at the site. He also alleged that shelter staff are retaliating against him for filing complaints.

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

Providence

Complainants: 1

- **Complaint submitted: 2/2/16**
- **Response received: 2/9/16**
- The client alleged that she was kicked out of the shelter after asking for her sleeping mat to be moved away from a male client (Male client was sleeping next to his family in the family shelter area).

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

Table: Total Complaints for FY 2015-2016

Site	7/15	8/15	9/15	10/15	11/15	12/15	1/16	2/16	Total (15-16 FY)
A Woman's Place	0	1	0	0	0	0	1	0	2
A Woman's Place Drop In Center	1	1	0	0	0	0	1	1	4
Compass	0	0	0	1	2	0	0	0	3
First Friendship Family	0	2	1	0	1	0	0	0	4
Hamilton Emergency	0	0	0	0	0	0	0	0	0
Hamilton Family	0	0	0	1	0	0	0	0	1
Hospitality House	0	0	0	0	0	0	0	0	0
Interfaith Winter Shelter	0	0	0	0	1	1	0	0	2
Interfaith Bethel AME	1	2	1	0	1	0	0	1	6
Jazzie's Place	0	0	0	1	0	0	0	1	2
Lark Inn	0	0	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	0	0	0	0	0	0	0	0	0
MSC South Shelter	1	2	5	2	1	4	1	0	16
MSC Drop In Center	1	2	2	0	2	1	0	0	8
Next Door	4	4	3	4	2	2	2	0	21
Providence	1	0	1	1	0	0	0	1	4
Sanctuary	4	1	2	1	0	0	0	0	8
Santa Ana	0	0	0	0	0	1	0	0	1
Santa Marta/Maria	0	0	0	0	0	0	0	0	0
St. Joseph's	0	0	0	0	0	0	0	0	0
United Council	0	0	0	0	0	0	0	0	0
Total	13	15	15	11	10	9	5	4	82

Site Visits

Shelter	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total
A Woman's Place	1						1		1	0	1	0	2
AWPDI	1					1		1	1	1	1	0	3
Bethel AME		1		1					1	1	0	0	2
Compass			1			1			1	1	0	0	2
First Friendship		1				1			1	1	0	0	2
Hamilton Emergency Shelter		1				1			1	1	0	0	2
Hamilton Family Shelter		1				1			1	1	0	0	2
Hospitality House			1			1			1	1	0	0	2
Interfaith								1	0	0	1	0	1
Jazzie's Place			1			1			1	1	0	0	2
Lark Inn	1					1			1	1	1	0	3
MSC Drop In			1			1			1	1	1	0	3
MSC Shelter	1					1		1	1	1	1	0	3
MNRC			1			1			1	1	0	0	2
Next Door			1					1	1	0	1	0	2
Providence			1		1				1	1	1	0	3
Sanctuary	1			1			1		1	1	1	0	3
Santa Ana		1						1	1	0	1	0	2
Santa Marta/Santa Maria			1			1			1	1	0	0	2
St. Joseph's			1			1			1	1	0	0	2
United Council			1		1			1	1	1	1	0	3
Quarterly Totals									20	17	11	0	46
Assigned Number of Visits									20	21	21	20	82
Percentage of Compliance									100%	81%	52%	0%	56%

- There were a total of seven visits conducted in February.

Site Visit Forms

Committee staff will now be sending copies of site visit forms and infraction reports to site visits teams to be reviewed for accuracy. We will be adhering to the following protocols are listed in our Shelter Monitoring Committee Policies and Procedures:

“Committee members will submit site inspection forms to the team captain and staff person who will draft the site inspection report and submit back to the team for its review. All site inspection reports, after team approval, will be sent to the shelter or drop-in/resource center for feedback. The agency will have an opportunity to respond to the report submitted and that response will be part of the Committee’s next quarterly report along with the site report itself.”

Infractions Generated through February Site Visits

A Woman's Place Drop In

- **Site Visit Date:** 2/25/16
- **Date infractions submitted to site:** 3/10/16
- **Response received:** Pending
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - Smoking prohibited signs not posted in English and Spanish
 - No Language Link
 - Staff not wearing ID badges
 - No tokens (HSA does not supply)
 - No masks
 - No signage posted informing clients where to go for laundry services

This case is still open as the Committee is still waiting for the site's response.

Interfaith

- **Site Visit Date:** 2/9/16
- **Date infractions submitted to site:** 3/1/16
- **Response received:** 3/1/16
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - There was not a minimum of 22 inches between some of the mats

The site has addressed all infractions noted during the site visit. As a result, this case is now closed.

MSC South

- **Site Visit Date:** 2/18/16
- **Date infractions submitted to site:** 3/1/16
- **Response received:** 3/7/16
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - No tokens (site had run out)

The site has addressed all infractions noted during the site visit. As a result, this case is now closed.

Next Door

- **Site Visit Date:** 2/23/16
- **Date infractions submitted to site:** 3/10/16
- **Response received:** Pending
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - First aid kit at front desk was not fully stocked
 - Resident notice regarding daily floor closures is posted in English but not Spanish

This case is still open as the Committee is still waiting for the site's response.

Providence

- **Site Visit Date:** 2/23/16
- **Date infractions submitted to site:** 3/10/16
- **Response received:** Pending
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - Dirt/debris in Men's bathroom
 - No Language Link
 - ADA info not posted (No signage that says "Today the ADA liaison is _____")

This case is still open as the Committee is still waiting for the site's response.

Santa Ana

- **Site Visit Date:** 2/9/16
- **Date infractions submitted to site:** 3/2/16
- **Response received:** 3/9/16
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - No tokens (ran out)
 - Disaster plan not posted

The site has addressed all infractions noted during the site visit. As a result, this case is now closed.

United Council

- **Site Visit Date:** 2/23/16
- **Date infractions submitted to site:** 3/9/16
- **Response received:** Pending
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - No soap, hand dryer or paper towels, toilet paper in bathroom, empty hand sanitizer dispensers
 - No CPR mask available
 - No gowns or masks available
 - No tokens (ran out)
 - No Language Link
 - No bilingual Spanish speaking staff on duty
 - 2nd floor staff not wearing ID badge

This case is still open as the Committee is still waiting for the site's response.

Investigations

There were two investigations completed in the month of January that were not described in the January SOC and Staff Report. Both investigations were for the same client staying at Next Door:

Investigation #1:

The complainant was not satisfied with the site's response to her allegations that shelter staff were not enforcing the site's policy on threats of violence. The complainant alleges that she was involved in an argument with another client (Client "A") who began to verbally threaten the complainant and raised her fists towards her in a violent manner. The complainant alleged that shelter staff should have denied services to Client A for violating the shelter's policy on threats of violence.

There were a number of key differences in witness/staff testimony that prevented Committee staff from conclusively determining whether or not the site fairly applied the threat of violence policy in this instance:

- Client A's hand was in a cast at the time of the incident, making it physically impossible for her to form a fist to threaten the complainant with. While Client A was pointing at the complainant with her finger, this does not constitute an act of violence or a threat of violence.
- While Client A was speaking in an aggressive tone to the complainant, shelter staff stated that Client A was only making defensive statements ("Get out of my face, leave me alone") and not actually threatening acts of violence.
- Shelter staff stated that they stepped between the complainant and Client A and de-escalated the situation before either one could physically harm the other.
- Client A left the site after the incident to calm down, at which point shelter staff made the determination that neither the complainant nor Client A needed to be denied services under the threats of violence policy.

Committee staff recommended that shelter management review the threat of violence policy with all staff in order to ensure that the site is in compliance with Standard 2 of the Standards of Care.

Investigation #2:

The complainant was not satisfied with the site's response to her allegations that shelter staff were not taking adequate steps to protect clients from potentially violent situations inside the shelter. On 12/21/15, shelter staff were notified that Client A had attacked Client B outside of the facility. After being questioned by staff, Client A admitted to attacking Client B and was told that she was being denied services as a result. Client A was then escorted to her bed by a shift supervisor and was told to pack her belongings.

The complainant alleges that at this point, the shift supervisor left Client A by herself to pack her belongings. The complainant alleges that once the shift supervisor left the area, Client A began hitting both Client B and the complainant. According to the complainant, no staff stepped in while Client A was attacking the complainant and Client B. The complainant alleges that she then called the police to report the incident but Client A had already left the facility by the time they arrived. The complainant claimed that the site

should have called the police to report the incident and that shelter staff could have taken additional steps to ensure the safety of other clients while denying services to Client A.

Eyewitness testimony and denial of service records disputed the complainant's allegation that shelter staff left Client A unsupervised prior to the attack. According to staff testimony and Client A's denial of service paperwork, Client A was not left alone at any point during the incident as the shift supervisor stayed with her while she was packing her belongings. Both eyewitness accounts and Client A's denial of service records state that the shift supervisor attempted to de-escalate the situation and physically pulled Client A away from Client B and the complainant when she began attacking them. There is no record that indicates Client A was left alone at any time prior to being escorted from the building. However, there is no written policy in place at Next Door requiring staff to escort clients being denied services for violence offenses until they leave the site.

While Next Door staff took appropriate steps when denying Client A services (escorting the client while she was packing her belongings, utilizing de-escalation techniques when she was attacking other clients), Committee staff determined staff could have taken additional steps to ensure the safety of clients after the attack took place. Shelter staff should have asked Client B and the complainant if they were interested in filing a police report and offered to speak to the police once they had arrived. Committee staff recommended that Next Door create formal written policy that requires clients being denied services for violent offense to be escorted by staff at all times before leaving the site. Furthermore, Committee staff recommended that Next Door create a set of guidelines for when staff should call the police/offer clients the opportunity to file a police report in cases of violence inside the shelter.

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.

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.

* Seat 3- Must have experience providing direct services to the homeless through a community setting.

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

2016 Meeting Calendar

April 20
May 18
June 15
July 20
August 17
September 21
October 19
November 16
December 21

Presentations for future SMC Meetings

April – United Council
May – Dolores Street Community Services
June - Hamilton

Please contact staff if you have any suggestions for presenters.

Trainings

No SOC trainings were conducted for the month of February.