



Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: March 15, 2017
RE: February 2017 SOC Staff Report

Standards of Care Staff Report

February Client Complaints

There were a total of twenty-six complaints submitted to the Shelter Monitoring Committee by seventeen different clients in February 2017. Of those twenty-six total complaints, two received responses that satisfied the client while another two complaints resulted in the clients requesting an investigation because of responses that were unsatisfactory. There are currently four complaints that are still open pending a response from the site. Sites have responded to the remaining eighteen complaints but they are still 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.

Bethel AME

- **Client #1, Complaint #1**
- **Complaint submitted: 2/27/17**
- **Response received: Pending, reminder sent 3/10/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...
- The complainant alleged that shelter staff did not follow shelter procedures when they denied services to another client.

Open – Response from the site is still pending

- **Client #1, Complaint #2**
- **Complaint submitted: 2/28/17**
- **Response received: Pending, reminder sent 3/10/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...

- The complainant alleged that a shelter employee wrote her up for interfering with staff after she asked him to stop pulling a mat from underneath another client during at “Lights On”.

Open – Response from the site is still pending

- **Client #2**
- **Complaint submitted: 2/27/17**
- **Pending, reminder sent 3/10/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...
- The complainant alleged that staff denied her services based on false accusations from other clients. The complainant states that staff did not follow shelter policy when they denied her services because staff are only supposed to write-up clients if they see clients violating rules themselves and not based on what other clients tell them.

Open – Response from the site is still pending

- **Client #3**
- **Complaint submitted: 2/27/17**
- **Response received: Pending, reminder sent 3/10/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...
- The complainant alleged that shelter staff did not follow procedures when they denied services to another client.

Open – Response from the site is still pending

Hospitality House

- **Client #1**
- **Complaint submitted: 2/16/17**
- **Response received: 2/23/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...
- The complainant alleged that he was involved in an argument with another client and that he was denied services because other clients lied to staff and told them that he was the instigator.
- In the response, shelter management stated that the complainant was given an immediate denial of service after staff saw him threatening and attempting to strike another client. Management stated that they scheduled a grievance hearing with the complainant but he did not show up.

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

MSC South

- **Client #1**
- **Complaint submitted: 2/3/17**
- **Response received: 2/12/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...

- **Standard 2:** Provide shelter services in an environment that is and free from physical violence...
- The complainant alleged that shelter staff were rude and unprofessional when they were denying her services for accidentally bringing a pocket knife and a pair of scissors into the shelter.
- In the response, management stated that they interviewed all staff that were involved in denying services to the complainant and all of them denied having been rude or unprofessional towards the complainant. The response also stated that when they met with the complainant for her hearing, she made no mention of staff being rude or unprofessional. The response also stated that they offered to reduce the length of time for the denial of service but the complainant did not accept the offer.

Not satisfied – The complainant was not satisfied with the site’s response and requested an investigation into this complaint. This investigation is currently pending.

MSC South Drop In

- **Client #1**
- **Complaint submitted: 2/8/17**
- **Response received: 2/15/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...
 - **Standard 2:** Provide shelter services in an environment that is and free from physical violence...
- The complainant alleged that she asked if she could use the bathroom at MSC South Drop In when she was waiting in line but she was chased away by a shelter employee.
- The response states that after the complainant asked to use the restroom, staff asked her to wait until they could check to see if there were any open stalls. The response states that the complainant was upset that she would not be allowed to use the bathroom immediately and that she called the police in response. The response also stated that when the police arrived, they asked the complainant to leave the premises because she was yelling and causing a disturbance.

Not satisfied – The complainant was not satisfied with the site’s response and requested an investigation into this complaint. This investigation is currently pending.

- **Client #2**
- **Complaint submitted: 2/27/17**
- **Response received: 3/6/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...
- The complainant alleged that shelter staff are rude to her whenever she asked them to check if her mail had arrived. The complainant also alleged that staff told her she was denied services from the Drop-In but they did not provide her with any documentation.
- The response states that when management spoke to the complainant, she accused staff of stealing her mail. The response also stated that the complainant was denied services because she began yelling at staff after they told her that her mail had not arrived and that she stormed off before they could provide her with her DOS paperwork.

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: 2/9/17**
- **Response received: 2/21/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...
- The complainant alleged that staff were picking on him because they gave him two write-ups on the same day for bringing food into the sleeping area even though other clients will do the same thing. The complainant also alleged that he should not have received any write-ups because he only brought food to the Quiet Room, which he does not consider to be part of the sleeping area.
- In the response, Next Door stated that clients are not allowed to bring food anywhere outside of the dining room. The response stated that they reminded all shelter staff about enforcing this rule and that they offered to rescind one of the write-ups.

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

- **Client #1, Complaint #2:**
- **Complaint submitted: 2/13/17**
- **Response received: 2/22/17**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is and free from physical violence...
- The complainant alleged that another client has been making verbal threats against him, but shelter staff won't do anything because they haven't seen the other client making the threats.
- In the response, Next Door stated that the complainant and the other client have an ongoing conflict with each other and staff cannot determine who the instigator is. The response also stated that they would be asking both the complainant and the other client if they would be willing to move to a different floor to de-escalate the situation.

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

- **Client #1, Complaint #3:**
- **Complaint submitted: 2/16/17**
- **Response received: 2/22/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...
- The complainant alleged that another client told him that a shelter employee had gone through the complainant's belongings that were left on his bed.
- In the response, Next Door stated that they spoke to the shelter employee and that he denied having gone through the complainant's belongings. The response also stated that they have made an effort to station the employee on floors where the complainant is not staying due to his concerns that the employee is picking on him.

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

- **Client #1, Complaint #4:**
- **Complaint submitted: 2/21/17**
- **Response received: 2/28/17**
- **Alleged SOC Violations:**

- **Standard 2:** Provide shelter services in an environment that is and free from physical violence...
- The complainant alleged that another client threatened to hit him. The complainant stated that he reported this incident to shelter staff.
- In the response, Next Door stated that the complainant has had ongoing conflicts with multiple clients but staff were unable to determine who the instigator was. The response stated that they offered to move the complainant to a different floor to address his concerns about his safety but the complainant refused the offer.

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

- **Client #1, Complaint #5:**
- **Complaint submitted: 2/21/17**
- **Response received: 2/28/17**
- **Alleged SOC Violations:**
 - **Standard 17:** Note in writing...when a maintenance problem will be repaired and note the status of the repairs
- The complainant alleges that there have been several toilets and urinals that have been out of order for a week. The complainant also alleges that staff have not put up any signs with that state when repairs would be completed.
- In the response, Next Door stated that maintenance staff have evaluated situation and posted signs with an estimate of when repairs would be completed.

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

- **Client #1, Complaint #6:**
- **Complaint submitted: 2/23/17**
- **Response received: 3/2/17**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is and free from physical violence...
- The complainant alleged that there is a security issue at the site because disabled clients do not have to go through the metal detector before entering the site. The complainant alleged that as a result, disabled clients are able to sneak in materials inside wheelchairs that can be used as weapons and accused one client of having materials that could be used as weapons underneath his bed. The complainant also reported that there was an hour where there was no security guard monitoring the shelter entrance.
- In the response, Next Door acknowledged that disabled clients do not go through the medical detector but explained that they are searched by security upon entry. The response also stated that staff could not find any materials underneath the bed of the client listed in the complaint that could be used as a weapon. The response also stated that the security guard may have been on a bathroom or lunch break during the time period listed in the complaint and explained that staff were monitoring the door during that time.

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

- **Client 1, Complaint #7:**
- **Complaint submitted: 2/23/17**
- **Response received: 3/7/17**
- **Alleged SOC Violations:**

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

- The complainant alleged that another client has been harassing him by constantly following the complainant around the shelter and making lewd noises towards him in the restroom.
- In the response, Next Door stated they have addressed the complainant and several other clients have submitted multiple complaints about each other. The response stated that management would offer to move the complainant to a different floor to help him feel safer at the shelter.

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

- **Client #2, Complaint #1:**
- **Complaint submitted: 2/13/17**
- **Response received: 2/23/17**
- **Alleged SOC Violations:**

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

- The complainant alleged that another client yelled out a series of sexually threatening comments that frightened many of the clients staying on the floor. The complainant also alleged that there was another client on the floor that is dealing with a severe case of bed bugs and scabies. The complainant alleged that shelter staff has not done anything to address either of these two clients.
- In the response, Next Door stated that the client who yelled out the sexually threatening comments was denied services on the day of the incident. The response also stated that the site has implemented their vermin eradication protocol for the other client, which includes washing the client's personal clothing and giving her a set of clean clothes in order to eliminate any bugs.

Closed – This complaint is closed due to the client's satisfaction with the site's response

- **Client #2, Complaint #2:**
- **Complaint submitted: 2/16/17**
- **Response received: 2/22/17**
- **Alleged SOC Violations:**

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

- The complainant alleged that a shelter employee is rude to her for no reason and that he ignored her when she was trying to check in.
- In the response, the site stated that they recently had two customer service trainings that they hope will improve the level of service for clients. The site also stated that they reminded all staff to acknowledge clients when they are trying to get their attention, even if they are currently busy doing something.

Closed – This complaint is closed due to the client's satisfaction with the site's response

- **Client #2, Complaint #3:**
- **Complaint submitted: 2/24/17**
- **Response received: 3/3/17**
- **Alleged SOC Violations:**

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

- The complainant alleged that another client had a razor blade taped on a wall near her bed and that the client admitted that she brought into the shelter for her own protection. The complainant

alleged that after she reported the incident to staff, they took the razor but did not deny services to the other client.

- In the response, the site stated that they confiscated the razor blade immediately after it was reported to shelter staff. The response also stated that they asked all clients in the immediate area if the razor blade belonged to them but all denied having brought it into the shelter.

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

- **Client #3**
- **Complaint submitted: 2/17/17**
- **Response received: 2/22/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...
- The complainant alleged that shelter staff giving preferential treatment to certain clients by not writing them up for violating shelter rules.
- In the response, the site stated that they have investigated the allegations against the other clients and reminded staff of the importance of enforcing shelter rules. The response also stated that the complainant may not be aware of any write-ups or disciplinary actions taken by staff against other clients.

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

- **Client #4**
- **Complaint submitted: 2/27/17**
- **Response received: 3/10/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...
- The complainant alleged that shelter management is not responding to her Client Complaint Reports.
- In the response, the site stated that they have been addressing the complainant's complaints. The response stated that the complaints were regarding a client's health issues and that they would not be addressing those issues with a punitive approach but that they have taken appropriate action. The response also stated that they encouraged the complainant to come to the site manager's open office so she could continue to share her observations and concerns.

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

- **Client #5**
- **Complaint submitted: 2/21/17**
- **Response received: 2/28/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...
 - **Standard 15:** Provide clients with...secure property storage inside the shelter...
- The complainant states that shelter staff lost a vice-grip tool that they had asked the complainant to check-in.
- In the response, shelter management stated that shelter staff did not follow shelter procedures when storing the complainant's vice-grip tool and that they reminded all staff of the importance

of following those procedures. The site also stated that they would be replacing the complainant's lost vice-grip tool.

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

- **Client #6**
- **Complaint submitted: 2/16/17**
- **Response received: 3/7/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...
- The complainant states that there have been ongoing issues with two shelter employees picking on her and harassing her for taking too long in the shower.
- In the response, shelter management stated that they investigated the allegations against shelter staff. They determined that one shelter employee had apologized to the complainant three times but the complainant was not satisfied because she did not believe the apology. The other shelter employee stated that she had announced that the showers were closed for cleaning and stated that the complainant went in and started showering anyway. The response concluded by stating that they reviewed the shelters shower policies with the complainant and that she agreed to follow them in the future.

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

- **Client #7**
- **Complaint submitted: 2/21/17**
- **Response received: 2/28/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...
 - **Standard 2:** Provide shelter services in an environment that is and free from physical violence...
 - **Standard 15:** Provide clients with...secure property storage inside the shelter...
- The complainant alleged that she had been attacked by another client, that her personal property had been stolen and that staff were not willing to provide her with a second mat even though she had an approved reasonable accommodation request.
- In the response, shelter management stated that they had immediately denied services to the client that attacked the complainant. The response also stated that they provided a second mat for the complainant and apologized for not doing so sooner. The response also stated that all clients are provided with a personal locker that can be locked and encouraged the client to use that locker to store her personal belongings.
- **This complaint was forwarded to HSH because it contains allegations of violence.**

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

- **Client #8**
- **Complaint submitted: 2/13/17**
- **Response received: 3/7/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...

- **Standard 2:** Provide shelter services in an environment that is and free from physical violence...
- **Standard 3:** ...clean shelters on a daily basis
- **Standard 21:** Communicate with each client in the client's primary language or provide professional translation services
- The complainant alleged that shelter staff did not allow her to do her laundry even though she had signed up to do laundry at that time. The complainant also alleged that another client was harassing her when she was trying to dry her laundry, which a shelter employee ignored even though he was there to witness the harassment. The complainant also stated that she requested a bed change and alleged that the site tried to move her into a dirty bed belonging to another client. The complainant also alleged that the site has not been using professional translation services when working with her.
- In the response, the site stated that they had stopped the complainant from doing laundry that day because she had been using three laundry machines when clients are only allowed to use one. The response also asked that the complainant immediately report any incidents of harassment that staff ignore to shelter management so they could remedy the situation immediately. The site also stated that they had been using Language Link translation services when working with the client and that the bed that they tried to move her to was only temporary.

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

Sanctuary

- **Client #1:**
- **Complaint submitted: 2/15/17**
- **Response received: 2/22/17**
- **Alleged SOC Violations:**
 - **Standard 3:** ...clean shelters on a daily basis
- The complainant alleged that there is a rat infestation at the shelter.
- In the response, the site denied the allegations that there is a rat infestation at the shelter and stated that professional pest control company comes to the shelter on a monthly basis. The response also stated that the pest control company placed additional traps in response to the complaint and that they would do a follow-up inspection in one week.

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

- **Client #2:**
- **Complaint submitted: 2/15/17**
- **Response received: 2/20/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...
 - **Standard 2:** Provide shelter services in an environment that is and free from physical violence...
- The complainant alleged that she was unfairly denied services from the site because another client lied about the complainant hitting her.
- In the response, the site stated that the complainant was denied services because she admitted to pushing the client with her elbow. The response also stated that the complainant had a grievance hearing scheduled for later that month.

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

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	Total (16-17 FY)
A Woman's Place	11 mats	0	0	1	0	1	3	0	0	5
A Woman's Place Drop In Center	63 chairs	0	3	1	0	0	2	1	0	7
Bethel AME	30 mats	0	0	1	0	0	2	3	4	10
Compass	22 families	0	0	0	0	0	0	0	0	0
First Friendship Family	25 families	0	1	0	0	1	0	0	0	2
Hamilton Emergency	46 beds, 8 cribs	0	0	0	0	0	0	0	0	0
Hamilton Family	27 families	0	0	0	0	0	0	0	0	0
Hospitality House	30 beds/mats	0	2	1	0	1	0	0	1	5
Interfaith Winter Shelter	60-100 mats depending on the site	0	0	0	0	0	0	0	0	0
Jazzie's Place	24 beds	0	0	0	0	3	2	0	0	5
Lark Inn	40 beds	0	0	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	0	0	0	0	0	0	0	0	0
MSC South Shelter	340 beds	3	5	1	0	2	2	2	1	16
MSC South Drop In Center	75 chairs	0	2	1	0	0	0	0	2	5
Next Door	334 beds	8	9	7	8	9	7	7	16	71
Providence	110 mats	0	3	0	0	0	0	0	0	3
Sanctuary	200 beds	1	0	0	1	0	0	0	2	4
Santa Ana	28 beds	0	0	1	0	0	0	0	0	1
Santa Marta/Maria	56 beds	0	1	0	1	0	0	1	0	3
St. Joseph's	10 families	0	0	0	0	0	0	0	0	0
United Council	48 chairs	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	137

February Site Visits

The Committee completed one announced site visit to the Interfaith Winter Shelter in the month of February and collected the following survey results:

Interfaith Winter Shelter (St. Unitarian)

Site Capacity: 60

Total clients surveyed: 11

Survey Questions and Responses:

- **Do staff treat you with respect?**
 - Yes: 10
 - No: 1
- **Do you feel discriminated against because of your age, disability, gender, race, religion, sexual orientation or transgender status?**
 - Yes: 1
 - No: 10
- **Do you feel safe at the shelter?**
 - Yes: 9
 - No: 2
- **Do staff de-escalate arguments and break up verbal fights between clients?**
 - Yes: 10
 - No: 1
- **Is the sleeping area quiet at night?**
 - Yes: 8
 - No: 3

The following tables provide an overview of the site visits that have been completed during the 2016-2017 fiscal year:

FY2016-2017 Unannounced Site Visit Tally

Site	Q1 July-Sept.	Q2 Oct.-Dec.	Q3 Jan. - March	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	-	2
Compass	July 2016	Oct. 2016	Jan. 2017	3
First Friendship Family	Sept. 2016	Dec. 2016	-	2
Hamilton Emergency	July 2016	Dec. 2016	Jan. 2017	3
Hamilton Family	July 2016	Dec. 2016	Jan. 2017	3
Hospitality House	Sept. 2016	Dec. 2016	-	2
Interfaith Winter Shelter* seasonal shelter open during winter months	*Closed	Dec. 2016	-	1
Jazzie's Place	Sept. 2016	Dec. 2016	-	2
Lark Inn	Sept. 2016	Dec. 2016	-	2
Mission Neighborhood Resource Ctr.	Aug. 2016	Dec. 2016	-	2
MSC South Shelter	Aug. 2016	Nov. 2016	-	2
MSC South Drop In Center	Aug. 2016	Dec. 2016	-	2
Next Door	Aug. 2016	Nov. 2016	Jan. 2017	3
Providence	Aug. 2016	Nov. 2016	-	2
Sanctuary	July 2016	Oct. 2016	Jan. 2017	3
Santa Ana	Sept. 2016	Dec. 2016	-	2
Santa Marta/Maria	Sept. 2016	Dec. 2016	-	2
St. Joseph's	Sept. 2016	Nov. 2016	-	2
United Council	Sept. 2016	Nov. 2016	-	2
Total	20	21	7	48
Assigned	20	21	21	82
Total	100% compliance for Q1 FY16-17	100% compliance for Q2 FY16-17	33% compliance for Q3 FY16-17 (through February only)	59% compliance for FY16-17 (through February 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	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	1
Hamilton Family	Jan. 2017	1
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	20

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

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