



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

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

Standards of Care Staff Report

January Client Complaints

There were a total of fourteen complaints submitted to the Shelter Monitoring Committee by twelve different clients in January 2017. Of those fourteen total complaints, one received a response that satisfied the client while three complaints resulted in the clients requesting an investigation due to responses that were unsatisfactory. One complaint was closed due to No Contact from the client and one complaint is still pending a response from the site. Sites have responded to the remaining eight 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.

A Woman's Place Drop In

- **Client #1**
- **Complaint submitted: 1/13/17**
- **Response received: 2/1/17**
- The complainant stated that there was insufficient heat at A Woman's Place Drop In. The client alleged that it was so cold that clients could see their own breath and that the site provided space heaters for shelter staff but not for clients. The client also alleged that she saw mice at the site. The client stated that she reported these issues to shelter management but never received a response.
- In the response, shelter management stated that the thermostat is set at 85 degrees but that certain areas feel colder due to the structural layout of the site. The response also stated that they reviewed all client inputs submitted to the site and that they could not identify one from this client. The response also stated that they contacted their pest control company about this issue, and that the company reported that they had not seen any evidence of mice in the past 6 months. The response also stated that the pest control company came out and laid out traps throughout the facility.

No Contact – Phone number provided by the client is no longer in service. As a result, this complaint is now closed.

Bethel AME

- **Client #1**
- **Complaint submitted: 1/17/17**
- **Response received: 1/24/17**
- The complainant alleged that she was not allowed to stay at the shelter even though she was given a non-immediate DOS from the site. The complainant also alleged that shelter staff never gave her write-ups before denying her services.
- In the response, the site denied the complainant allegations and stated that she had been given copies of her write-ups and that she has never been denied access to the shelter.

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

- **Client #2**
- **Complaint submitted: 1/19/17**
- **Response received: 1/26/17**
- The complainant alleged that shelter staff have conversations where they make rude comments about shelter clients. The complainant also alleged that shelter staff bully and intimidate shelter clients.
- In the response, the site denied the allegations that staff make rude comments about clients. The site stated that the complainant was written up for using profanity when speaking to shelter staff and that she grew very upset when she received the write-up. The response also stated that staff follow all the rules and that clients get upset when staff enforce the rules.

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 #3**
- **Complaint submitted: 1/19/17**
- **Response received: Pending, reminders sent on 2/8/17**
- The complainant alleged that she did not feel safe at the site because another client verbally attacked her and threatened her with violence and shelter staff did not de-escalate the situation or write up the other client. The complainant also alleged that staff frequently do not wear ID badges.

Open – The site has not responded to this complaint.

MSC South

- **Client #1**
- **Complaint submitted: 1/23/17**
- **Response received: 1/30/17**
- The complainant stated that she had two checks mailed to MSC South. The complainant stated that shelter staff were very rude to her and alleged that staff were intentionally keeping her mail from her. The complainant also alleged that a shelter employee would not allow her into the site even though she had a 90 day bed reservation.
- In the response, MSC South stated that management spoke to the complainant in an attempt to resolve her issues. Shelter management stated that they explained to the client how staff process client mail. The response stated that shelter staff always check for the complainant's mail whenever she asks, but that the complainant becomes upset and disrespectful if staff cannot locate her mail. The response also stated that on the night the complainant was not allowed back into the shelter, she had left before bed check and staff had released her bed because they did not

know if she would be returning. The response stated that shelter management informed the complainant that if she is welcome to stay in the Drop-In Center if she missed bed check in the future.

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

- **Client #2:**
- **Complaint submitted: 1/27/17**
- **Response received: 2/5/17**
- The complainant states that he had a medical emergency and that he had to go to the hospital in an ambulance. The complainant alleges that he was trying to pack up his belongings, but that the police and paramedics told him to leave his belongings behind. The complainant states that when he returned to the shelter a few days later, staff could not find his belongings and told him that they had been discarded.
- In the response, MSC South stated that they interviewed the complainant and several employees that were present when the complainant was taken to the hospital. The response stated that the complainant claimed that staff told him that his property would be held indefinitely, while several employees stated that the complainant was informed multiple times that his property would be discarded if it was not claimed in 72 hours. The site stated that they waited for 72 hours and then discarded the clients property as per their policy. The response also stated that they offered the client replacement clothing but that the complainant did not accept their 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.

Next Door

- **Client #1**
- **Complaint submitted: 1/13/17**
- **Response received: 1/13/17**
- The complainant states that she was approved for a bed change because she was afraid of her bunkmate, but stated that she was still waiting to be moved. The complainant also alleged that the water temperature in the showers cannot be regulated and that it is too hot for clients to comfortably use. The complainant also stated her belief that the shelter was violating her privacy by asking for documentation for her personal appointments before granting her a late pass. The complainant also alleged that she asked for extra bedding due to a medical condition, but that staff would not give her any. Committee staff informed the complainant that she should complete a reasonable accommodation request for extra bedding.
- In the response, Next Door stated that the complainant was not approved for a bed change but that they were willing to move the complainant if she felt unsafe. The site stated that their late pass policy was fairly applied in this instance. The site also stated that they had the building engineer check the hot water, but that he could not identify any issues. The response also stated that shelter management granted her reasonable accommodation request for extra bedding.

Closed – Client was satisfied with the site's response

- **Client #2:**
- **Complaint submitted: 1/17/17**
- **Response received: 1/23/17**
- The complainant alleged that a shelter employee working in the kitchen yelled at her when she tried to fill up her personal cup with water in the dining room. The complainant stated that she

asked a shelter supervisor clarification on the personal cup rule. The complainant stated that the supervisor told her that she was allowed to use her personal cup and that the supervisor would talk to kitchen staff. The complainant stated that she went back to the kitchen to fill her cup with water and alleged that the kitchen employee threatened to write her up but did not do so.

- In the response, Next Door's Food Service Manager stated that he talked to the kitchen employee described in the complaint and explained to him that disrespecting clients would not be tolerated. The response also stated that they had placed a pot for hot water in the kitchen that clients could access.

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

- **Client #3:**
- **Complaint submitted: 1/7/17**
- **Response received: 2/8/17**
- The complainant alleged that he has an ongoing conflict with another client after the client stole his cell phone and deleted all his personal information. The complainant stated that he eventually got his phone back, but alleged that there are ongoing problems between himself and the other client. The complainant alleged that after he got his phone back, the other client was moved to his bottom bunk. The complainant stated that he asked for a bed change because and alleged that it was irresponsible for the site to move the other client to his bottom bunk when staff knew that they had problems with each other.
- In the response, Next Door stated that they spoke to the other client listed in the complaint, who agreed to a bed change in order to de-escalate the situation. The response also stated that shelter management talked to the complainant in order to address his concerns.

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

- **Client #4:**
- **Complaint submitted: 1/18/17**
- **Response received: 1/20/17**
- The complainant alleged that the site does not thoroughly clean beds before new clients come in. The complainant also alleged that the showers in the 4th floor restroom are not hot enough and that shower curtains are moldy and dirty.
- In the response, Next Door stated that that beds are sanitized as soon as a client's reservation. The response also stated that when beds are utilized by a one night resident, shelter staff bag and tag property on the bed, the mattress is disinfected and clean linen is provided to the next client. The site acknowledged the fact that clients cannot change the water temperature in the showers because it is a push button system. The response also stated that the shower curtains were washed and replaced by shelter staff.

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

- **Client #5:**
- **Complaint submitted: 1/23/17**
- **Response received: 2/8/17**
- The complainant states that he is dependent on an electric scooter for mobility due to a disability. The complainant alleged that the site placed him in a bed that was too far away from an outlet that he could use to charge his scooter. The complainant alleged that shelter staff are rude and discriminating against him because of his disability. The complainant also alleged that he was falsely accused of not cleaning up a mess his service animal made inside of the shelter. The complainant also alleged that shelter staff ignored him when he asked for an extension on his

reservation and that the site did not give him extra linens even after his reasonable accommodation request had been granted.

- In the response, Next Door stated that the complainant was placed in a bed 10 feet away from an outlet where he could charge his scooter. The site stated that they would attempt to accommodate his needs further by moving him closer to the outlet. The site also stated that they spoke to shelter staff and reminded them to be professional when speaking to all clients. The response also stated that they spoke to two shelter employees about the incident with the complainant's service animal and that both employees reported that the complainant had refused to clean up his animal's mess after it was pointed out to him. Shelter management also stated that they checked the complainant's bed and saw that he did have the extra linens that he requested and that his reservation had been extended as requested.

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

- **Client #6:**
- **Complaint submitted: 1/27/17**
- **Response received: 2/8/17**
- The complainant alleges that her wallet was stolen from her purse while she was sleeping. The complainant states that the wallet was returned to her by a shelter employee, but that all her money was missing. The complainant states that shelter staff would not tell her who found the wallet and that they threatened to write her up when she got upset after finding out her money was missing. The complainant states that she was denied services for getting into an unrelated argument with another client, but alleges that staff would not allow her to take her belongings with her when she left. The complainant alleges that the site agreed to hold her property for her but that they later discarded it.
- In the response, Next Door stated that they spoke to the shelter employees listed in the complaint and that all staff stated that the complainant was denied services for causing a disturbance inside the shelter. The response also stated that the complainant was not immediately denied services and that she left on her own after packing up some of her property. The site states that they held her property for two weeks before discarding it as per site policy.

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

- **Client #7:**
- **Complaint submitted: 1/30/17**
- **Response received: 2/8/17**
- The complainant alleged that another client has been harassing her and that staff are not stepping in to de-escalate the situation. The client also alleged that staff are rude and unprofessional.
- In the response, Next Door stated they have addressed the behavioral issues with the other client listed in the complaint. The response also stated that shelter staff did their best to de-escalate the situation between the other client and the complainant and that staff did not write up the complainant even though she was causing a disturbance on the floor.

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

Santa Marta/Maria

- **Client #1:**
- **Complaint submitted: 1/10/17**
- **Response received: 1/24/17**
- The complainant alleged that shelter staff have loud conversations at night where they are gossiping about shelter clients. The complainant also alleged that shelter staff are encouraging clients to harass him.

- In the response, the site stated that shelter staff will sometimes have discussions at night when they prepare for a shift change but denied the allegations that shelter staff are gossiping about clients or encouraging clients to harass each other.

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

Total Client Complaints for FY 2016-2017

Site	7/16	8/16	9/16	10/16	11/16	12/16	1/17	Total (16-17 FY)
A Woman's Place	0	0	1	0	1	3	0	5
A Woman's Place Drop In Center	0	3	1	0	0	2	1	7
Bethel AME	0	0	1	0	0	2	3	6
Compass	0	0	0	0	0	0	0	0
First Friendship Family	0	1	0	0	1	0	0	2
Hamilton Emergency	0	0	0	0	0	0	0	0
Hamilton Family	0	0	0	0	0	0	0	0
Hospitality House	0	2	1	0	1	0	0	4
Interfaith Winter Shelter	0	0	0	0	0	0	0	0
Jazzie's Place	0	0	0	0	3	2	0	5
Lark Inn	0	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	0	0	0	0	0	0	0	0
MSC South Shelter	3	5	1	0	2	2	2	15
MSC South Drop In Center	0	2	1	0	0	0	0	3
Next Door	8	9	7	8	9	7	7	55
Providence	0	3	0	0	0	0	0	3
Sanctuary	1	0	0	1	0	0	0	2
Santa Ana	0	0	1	0	0	0	0	1
Santa Marta/Maria	0	1	0	1	0	0	1	3
St. Joseph's	0	0	0	0	0	0	0	0
United Council	0	0	0	0	0	0	0	0
Total	12	26	14	10	17	18	14	97

January Site Visits

The Committee completed a total of seven site visits in the month of December.

Shelter	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	1st Qtr	2nd Qtr	3rd Qtr	Total
A Woman's Place	1			1			1	1	1	1	3
AWPDI	1			1			1	1	1	1	3
Bethel AME		1			1			1	1	0	2
Compass	1			1			1	1	1	1	3
First Friendship			1			1		1	1	0	2
Hamilton Emergency Shelter	1					1	1	1	1	1	3
Hamilton Family Shelter	1					1	1	1	1	1	3
Hospitality House			1			1		1	1	0	2
Interfaith						1		0	1	0	1
Jazzie's Place			1			1		1	1	0	2
Lark Inn			1			1		1	1	0	2
MSC Drop In		1				1		1	1	0	2
MSC Shelter		1			1			1	1	0	2
MNRC		1				1		1	1	0	2
Next Door		1			1		1	1	1	1	3
Providence		1			1			1	1	0	2
Sanctuary	1			1			1	1	1	1	3
Santa Ana			1		1			1	1	0	2
Santa Marta/Santa			1			1		1	1	0	2
St. Joseph's			1		1			1	1	0	2
United Council			1		1			1	1	0	2
							Quarterly Totals	20	21	7	48
							Assigned Number of Visits	20	21	21	82
							Percentage of Compliance	100%	100%	33%	59% compliance FY16-17 (through January only)

January Site Visit Infractions

The Committee completed seven site visits in the month of January. There were no infractions noted at A Woman's Place Drop In, Compass, Hamilton Emergency Shelter and Sanctuary. The following Standard of Care infractions were noted in the remaining three sites:

A Woman's Place

- **Site Visit Date:** 1/24/17
- **Date infractions submitted to site:** Pending
- **Response received:** Pending
- The Committee visited the site once during the reporting period and noted the following SOC infractions:
 - Standard 9: Menu not posted in English and Spanish – **Pending**
 - Standard 22: No bilingual English/Spanish speaking staff – **Pending**

Hamilton Family Shelter

- **Site Visit Date:** 1/12/17
- **Date infractions submitted to site:** Pending
- **Response received:** Pending
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - Standard 3: Broken ADA showerhead (3rd floor), one ADA shower does not turn on (4th floor), ADA bathroom stall needs to be cleaned (4th floor) – **Pending**

Next Door

- **Site Visit Date:** 1/19/17
- **Date infractions submitted to site:** Pending
- **Response received:** Pending
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - Standard 3: 1st floor ADA bathroom stall needed cleaning, 3rd floor ADA bathroom stall needed cleaning – **Pending**
 - Standard 6: No antibiotic ointment in first aid kit – **Pending**
 - Standard 17: No signage posted noting when laundry machines would be repaired – **Pending**

Committee Membership and Staff Update

The Board of Supervisors appointed 6 members to the Shelter Monitoring Committee on January 24th, 2017.

Board of Supervisor appointments:

- **Seat 1:** Seat filled with the appointment of Patrina Hall
- **Seat 2:** Seat filled with the appointment of Loretta Gaines
- **Seat 3:** Seat filled with the appointment of Nicholas Kimura
- **Seat 4:** Seat filled with the appointment of Lauren Kahn
- **Seat 5:** Seat filled with the appointment of Leslie Bilbo
- **Seat 6:** Seat filled with the appointment of Traci Watson

As a result of these appointments, all seats on the Shelter Monitoring Committee have been filled for the 2016-2017 term.

Staff

Presidents' Day – February 20

2017 Meeting Calendar

March 15

April 19

May 17

June 21

July 19

August 16

September 20

October 18

November 15

December 20