City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: July 20, 2016
RE: **June 2016 SOC and Staff Report**

Standards of Care and Staff Report

Executive Summary

There were a total of nine client complaints submitted to the Shelter Monitoring Committee in June 2016. Of those nine client complaints, six are pending client responses, two resulted in site responses that satisfied the client and one resulted in a site response that the client was not satisfied with and prompted an investigation by Committee staff.

Committee staff completed four total investigations in the month of June. There were two investigations conducted at MSC South Drop In, one investigation at MSC South and one investigation at the Mission Neighborhood Resource Center. The investigation at the Mission Neighborhood Resource Center was prompted by a complaint that was submitted in June while the other three investigations were for complaints submitted in previous months.

The Committee completed a total of 13 site visits in the month of June. 10 of those site visits were announced, which gave Committee members the opportunity to collect client surveys regarding their experiences staying at those sites. The other three site visits were unannounced because Committee members had conducted announced site visits in previous quarters.

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.*

June Client Complaints

Hamilton Emergency Shelter

- **Complaint submitted: 6/27/16**
- **Response received: 7/8/16**

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

- In her complaint, the client alleged that she was given a written warning for leaving her children unaccompanied in the room while she used the restroom at night. The client alleged that shelter staff said she had to wake up all of her children and to bring all of them to the restroom if the she (the client) or if one of her underage children needed to use the restroom at night. The client stated that her children have sleep apnea and requested a reasonable accommodation to allow them to remain in the room sleeping while she went to the restroom/escorted one of her children to the restroom but was told they would not grant the accommodation even with a doctor's note.
- In the response, Hamilton Emergency Shelter stated that their rules prohibit parents from leaving their children under 12 years old unattended to protect the children's safety and well-being. Hamilton Emergency Shelter also stated that the Associate Director has been asked to speak with the family to see if the children's medical conditions are persisting.

Pending – Client's phone number no longer working. Committee staff currently reaching out to client's case manager for alternative contact information.

Mission Neighborhood Resource Center

- **Complaint submitted: 5/16/16**
- **Response received: 5/23/16**
- The complainant alleged that the Mission Neighborhood Resource Center (MNRC) was violating their own policy by taking client names down for shelter reservation lists before the site officially opened at 6:00 AM.
- MNRC stated in their response that staff do not start taking names down for shelter reservations until doors open at 6:00 AM.

This complainant was not satisfied with the site's response which prompted an investigation by Committee staff. Additional information about this investigation can be found in the "Investigation #4 – Mission Neighborhood Resource Center" section of this report below.

MSC South

Complainants: 2

- **Complainant #1:**
- **Complaint submitted: 6/20/16**
- **Response received: 6/28/16**
- The complainant alleged that it is impossible for residents to get eight hours of sleep because staff do not step in when clients are talking loudly during "Lights Out". She also alleged that one client allows her dog to wander the sleeping area off leash at night which also keeps clients awake.
- In the response, MSC South stated that they had reminded all the residents in the area that they needed to respect sleeping hours and to keep their voices down during "Lights Out". MSC South also stated that they spoke to the client about her dog and reminded her that all dogs must be leashed while inside the shelter.

Closed – Client was satisfied with the site response

- **Complainant #2:**
- **Complaint submitted: 6/30/16**
- **Response received: 7/11/16**

- The complainant alleged that he reported an issue with his drawer to staff, who instructed him to leave the key to his locker with staff and that maintenance would fix his drawer. The complainant stated that when he checked on the drawer after the repairs were made, he noticed that the drawer was open and that some of his belongings were gone.
- In the response, MSC South stated that they requested invoices from the complainant for the missing items so they could reimburse him but the complainant never submitted any. The site stated that they were willing to make a one-time reimbursement for the client for the full amount listed in his original complaint to the site despite the fact that he was not able to provide any invoices for his missing items.

Pending – Client has not responded to the site response

MSC South Drop-In
Complainants: 1
Complaints: 2

- **Complaint #1**
- **Complaint submitted: 6/14/16**
- **Response received: 6/21/16**
- The complainant alleged that shelter staff are not allowing clients into the Drop-In Center even though there are seats available. He also alleged that shelter staff are retaliating against him by not giving him a bed even though he saw his name was at the top of the bed sign-up list.
- In the response, MSC South Drop In stated that even though there were empty chairs in the Drop-In Center when the complainant was in line, they belonged to clients who were using the restroom, shower or meeting with doctors/Supportive Services Staff. The site also confirmed that the complainant's name was at the top of the bed sign-up list on the evening described in the complaint, but that no males on the list received a bed at MSC South that night and the complainant had indicated on the sign-up list that he was only interested in a bed at MSC South.

Closed – Client was satisfied with the site's response

- **Complaint #2**
- **Complaint submitted:** 6/28/16
- **Response received:** 7/6/16
- The complainant alleged that he requested a reasonable accommodation for a chair while he was waiting in line to enter the Drop-In Center but was denied because a shelter employee stated that there were no more chairs available. The complainant states that he later saw another client who was behind him in line with a reasonable accommodation chair. The complainant states that when he asked the shelter employee again for a chair, he was told that no chairs were available and that he [the complainant] complained a lot. The complainant also alleged that the same shelter employee later came out and took a picture of the complainant while he was sitting on a crate in line to enter the Drop-In, which the complainant considers to be inappropriate and a form of harassment.
- In the response, MSC South Drop-In stated that they spoke to the shelter employee named in the complaint. The shelter employee stated that there were no

chairs available on the day of the incident and that he took a picture of the complainant in order to confirm that the complainant was sitting on the crate. Shelter management stated that they were "taking the steps necessary to address [the employee's] displayed behavior."

Pending – Client has not responded to the site response

Providence

Complainants: 1

Complaints: 2

- **Complaint #1:**
- **Complaint submitted: 6/7/16**
- **Response received: 6/20/16**
- The client alleged that the security guards confiscated his shaving razor and threw it away claiming that it was a weapon. The client stated that he wanted reimbursement for the razor since he is allowed to bring shaving razors into other shelters and that the rules do not stated shaving razors are weapons.
- In the response, the site stated that they implemented new rules that ban weapons or items that can be used as weapons in response to a stabbing incident that recently took place at the site. The site stated that there were signs posted throughout the shelter explaining the new rules and that the client's razor was confiscated for the duration of the client's stay but was returned to him when he left in the morning.

Pending – Client has not responded to site response

- **Complaint #2:**
- **Complaint submitted: 6/14/16**
- **Response received: 6/21/16**
- The client alleged that security guards at the site only perform random bag checks of clients checking in instead of checking everyone's bags. The client also alleged that he overheard another client getting a bed at the site even though they did not have a reservation in the CHANGES system.
- In the response, the site stated that there are only two security guards on duty during check in. One security guard is checking clients off of the bed roster while another security guard is responsible for scanning all clients for weapons. The site stated that there was a client that was able to get a bed without a CHANGES reservation, but explained that it was a disabled client who needed to plug in a piece of medical equipment to allow him to breathe and that the site made a reasonable accommodation to allow him to stay for the night.

Pending – Client has not responded to site response

Santa Marta/Maria

Complainants: 1

- **Complaint: 5/5/16**
- **Response received: 5/13/16**
- The client alleged that a shelter employee yelled at clients and used disrespectful language when clients were waking up and preparing to leave the site in the morning. The client stated that the shelter employee became very angry and

unprofessional when asking the client about his bedding and needed anther shelter employee to step in and de-escalate the situation.

- In the response, the shelter management stated that they interviewed the three shelter employees that were working at the site on the morning of the incident. The site stated that the employee listed in the complaint claimed that he was not yelling or unprofessional, but that he had to ask the complainant to come back and fold the complainant's bedding before leaving the site (which is a shelter rule). The employee claimed that the complainant started making remarks about the employee's work style, which was when the employee asked another member of the shelter staff to step in an de-escalate the situation.

Pending – Client has not let staff know if he/she is satisfied with the site's response.

June Investigations

There were four investigations conducted in June 2016 that were requested by four separate clients. There were two investigations were conducted at MSC South Drop-In, one investigation conducted at MSC South and one investigation conducted at the Mission Neighborhood Resource Center. One investigation at Mission Neighborhood Resource Center was related to a complaint submitted in June 2016 while the others were related to complaints submitted in previous months.

Investigation #1 – MSC South

In the original complaint, the complainant stated that she was having difficulty getting her reasonable accommodation requests fulfilled. The complainant also alleged that there were bugs inside the Drop-In Center.

In the response, MSC South stated that both reasonable accommodation requests were approved on 4/21/16 after reviewing the request and speaking to the complainant. The site also submitted a copy of the reasonable accommodation request form as evidence of when the reasonable accommodation requests were approved. MSC South also stated that the maintenance team regularly cleans the Drop-In Center, that they have an outside vendor come in regularly to spray the Drop-In Center for pests and that no other Drop-In Center clients had reported issues with pests or bugs.

The complainant stated that she was not satisfied with the site's response because she was not notified that her reasonable accommodation requests had been granted and stated that she had seen bugs in the Drop-In Center. Shelter Monitoring Committee staff visited MSC South to review the site's reasonable accommodation procedures, check for the presence of bugs/pests inside the Drop-In Center and to review pest spraying records.

Findings

After reviewing MSC South's reasonable accommodation policy and the submitted reasonable accommodation request, Committee staff were able to determine that the client's request was approved but not when the client was notified of the request's approval. Because the provided documentation only states that the request was approved and does not state when the client was notified, Committee staff were unable to determine whether or not the client was ever formally notified that her request was approved. Committee staff conducted a physical inspection of the Drop-In Center and

was unable to find any pests or bugs. Committee staff also reviewed the shelter's pest spraying records and verified that the Drop-In was sprayed for pests on a monthly basis. As a result, the site was in compliance with Standard 3 of the Standards of Care.

Recommendations
Committee staff recommended that MSC South institute a new procedure that documents when clients are notified that their reasonable accommodation requests have been approved.

Investigation #2 – MSC South Drop In

In the original complaint, the complainant stated that he visited MSC South Drop In several times between the hours of 1:00 – 3:00 PM and noted that several shower stalls were out of soap.

In the response, MSC South Drop In stated that shelter staff conduct hourly bathroom checks in order to determine if bathrooms are clean, soap dispensers are filled and toilet paper is available in each stall.

The complainant requested that the Committee conduct an investigation into whether or not soap dispensers in the men's showers were filled on a regular basis.
Shelter Monitoring Committee staff visited MSC South Drop In at 1:15 PM to conduct a physical inspection of the men's shower facilities.

Findings
Committee staff inspected the men's showers and found that the soap dispensers in all four shower stalls were filled with soap. As a result, MSC South Drop In was in compliance with Standards 1 and 8 of the Standards of Care.

Investigation #3 – MSC South Drop In

In the original complaint, the complainant stated that he requested a chair while waiting in line to get into MSC South Drop In but was denied when a shelter employee told him his medical paperwork was out of date. The complainant stated that he has submitted reasonable accommodation requests in the past to receive a chair while waiting in line for the Drop-In due to his permanent disability and stated that it was unfair for the site to continue asking for medical documentation of a permanent condition.

In the response, MSC South Drop In stated that the complainant's medical paper was out of date and needed to be renewed. The site also stated that they have still provided the complainant chairs to sit in many times even though his paperwork was out of date and recommended that the complainant keep up to date paperwork with him at all times to ensure that staff will be aware of his accommodation.

The complainant requested an investigation because he reported that he was still having difficulty getting a chair.

Shelter Monitoring Committee staff visited MSC South Drop In to determine if the site was making a reasonable attempt to accommodate the complainant's request for chairs while waiting in line for the Drop-in.

Findings

During the investigation, Committee staff reviewed the reasonable accommodation procedures for Drop-In Center clients. Committee staff discovered that reasonable accommodation requests for Drop-In Center clients are kept in a binder and that requests are granted for the specific period of time listed in the client's medical paperwork/doctor's note. However once the time period listed in the medical paperwork has expired, clients must submit updated paperwork with a new reasonable accommodation request. While the complainant's request for a chair while waiting in line was initially denied due to the expired paperwork, shelter staff were still able to provide him with a chair on several occasions until he submitted an updated medical documentation.

Based on these findings, Shelter Monitoring Committee staff determined that MSC South Drop In was fairly enforcing shelter policies and is in compliance with Standards 1 and 8 of the Standards of Care.

Investigation #4 – Mission Neighborhood Resource Center

In the original complaint, the complainant stated that that the shelter bed reservation process was not being applied equitably to all clients. The complainant stated that staff allowed him to put his name on the shelter reservation list at 5:30 AM even though the site's policy stated that no names would be taken for reservations until doors opened at 6:00 AM.

Mission Neighborhood Resource Center stated in the response that no names were taken for services, including shelter reservations, until the doors opened at 6:00 AM.

The complainant stated that he was not satisfied with the site's response because he was able to put his name down on the shelter bed reservation list before 6:00 AM on two separate occasions. Shelter Monitoring Committee staff visited the Mission Neighborhood Resource Center at 5:50 AM in order to investigate if the site was taking names for the shelter bed reservation list before doors officially opened at 6:00 AM.

Findings

After reviewing the shelter bed reservation list at 5:50 AM, Committee staff saw that there were several names on the list even though it was not yet 6:00 AM. Committee staff also spoke with Mission Neighborhood Resource Center staff, who confirmed that they would occasionally start taking names for services before 6:00 AM in order to reduce wait times for clients standing in line. Based on these findings, Committee staff determined that the Mission Neighborhood Resource Center was not in compliance with Standard 1 of the Standards of Care. Committee staff reported their initial findings to Mission Neighborhood Resource Center management, who immediately gave verbal warnings to morning staff for violating the shelter reservation list policy and reminded them that the policy was in place to ensure a fair shelter reservation process in addition to the safety of shelter staff.

Recommendations

Committee staff recommended that the Mission Neighborhood Resource Center continue to review shelter policies and procedures with staff to ensure that they are fairly applied to all clients.

Table: Total Client Complaints for FY 2015-2016

Site	7/15	8/15	9/15	10/15	11/15	12/15	1/16	2/16	3/16	4/16	5/16	6/16	Total (15-16 FY)
A Woman's Place	0	1	0	0	0	0	1	0	0	0	0	0	2
A Woman's Place Drop In Center	1	1	0	0	0	0	1	1	1	0	1	0	6
Bethel AME	1	2	1	0	1	0	0	1	1	1	2	0	10
Compass	0	0	0	1	2	0	0	0	0	0	0	0	3
First Friendship Family	0	2	1	0	1	0	0	0	0	0	0	0	4
Hamilton Emergency	0	0	0	0	0	0	0	0	0	0	0	1	1
Hamilton Family	0	0	0	1	0	0	0	0	1	0	0	0	2
Hospitality House	0	0	0	0	0	0	0	0	0	0	0	0	0
Interfaith Winter Shelter	0	0	0	0	1	1	0	0	0	0	0	0	2
Jazzie's Place	0	0	0	1	0	0	0	1	1	0	0	0	3
Lark Inn	0	0	0	0	0	0	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	0	0	0	0	0	0	0	0	0	0	0	1	1
MSC South Shelter	1	2	5	2	1	4	1	0	1	1	1	2	21
MSC Drop In Center	1	2	2	0	2	1	0	0	1	3	1	2	15
Next Door	4	4	3	4	2	2	2	0	3	4	1	0	29
Providence	1	0	1	1	0	0	0	1	1	0	0	2	7
Sanctuary	4	1	2	1	0	0	0	0	0	0	3	0	11
Santa Ana	0	0	0	0	0	1	0	0	1	0	0	0	2
Santa Marta/Maria	0	0	0	0	0	0	0	0	0	0	0	1	1
St. Joseph's	0	0	0	0	0	0	0	0	0	0	0	0	0
United Council	0	0	0	0	0	0	0	0	1	0	0	0	1
Total	13	15	15	11	10	9	5	4	12	9	9	9	121

Site Visits

There were a total of 10 announced site visits and three unannounced site visits conducted in June 2016. The three unannounced site visits were to Bethel AME, First Friendship and Hospitality House. Committee teams had completed announced site visits and client surveys at those three sites in previous quarters.

Shelter	APR	MAY	JUNE	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total
A Woman's Place		1		1	0	1	1	3
AWPDI	1			1	1	1	1	4
Bethel AME			1	1	1	1	1	4
Compass			1	1	1	1	1	4
First Friendship			1	1	1	1	1	4
Hamilton Emergency Shelter			1	1	1	1	1	4
Hamilton Family Shelter			1	1	1	1	1	4
Hospitality House			1	1	1	1	1	4
Interfaith				0	0	1	0	1
Jazzie's Place			1	1	1	1	1	4
Lark Inn		1		1	1	1	1	4
MSC Drop In			1	1	1	1	1	4
MSC Shelter			1	1	1	1	1	4
MNRC		1		1	1	1	1	4
Next Door			1	1	0	1	1	3
Providence	1			1	1	1	1	4
Sanctuary	1			1	1	1	1	4
Santa Ana			1	1	0	2	1	4
Santa Marta/Santa Maria			1	1	1	1	1	4
St. Joseph's			1	1	1	1	1	4
United Council	1			1	1	1	1	4
		Quarterly Totals		20	17	22	20	79
		Assigned Number of Visits		20	21	21	20	82
		Percentage of Compliance		100%	81%	105%	100%	96%

June Site Visit Infractions and Client Survey Results

Bethel AME

- **Site Visit Date:** 6/21/16
- **Date infractions submitted to site:** 6/28/16
- **Response received:** Pending
- The Committee visited the site once during the reporting period and noted the following SOC infractions:
    - Standard 12: Two blankets provided instead of sheets (ongoing due to issues laundering sheets)
    - Standard 12: No pillowcases (sewn into mats)

Compass

- **Site Visit Date:** 6/9/16
- **Surveys completed:** 11
- The Committee conducted one visit to this site during this reporting period and collected the following responses to client surveys:
    - #1: Do you feel safe at the shelter? **Average answer: Often (4.80/5)**
    - #2: Does staff treat you with respect and speak to you in a professional manner? **Average answer: Often (4.55/5)**
    - #3: Does staff de-escalate arguments and help to break up verbal fights between clients? **Average answer: Often (4.88/5)**
    - #4: Is the sleeping area quiet at night? **Average answer: Often (4.10/5)**
    - #5: How long have you been at this shelter? **Average answer: More than one month (4.11/5)**

First Friendship

- **Site Visit Date:** 6/28/16
- **Date infractions submitted to site:** 7/7/16
- **Response received:** 7/8/16
- The Committee visited the site once during the reporting period and noted the following SOC infractions:
    - Standard 8: No ADA compliant beds (Site is emergency shelter with mats, clients needing ADA compliant sleeping arrangements are accommodated with two mats)
    - Standard 12: No sheets (ongoing issue related to laundering of sheets at emergency shelters)
    - Standard 31: No Cultural Competency training/staff were unaware of the date and type of last Cultural Competency training (The site responded with the date and type of training.) - Resolved

Hamilton Emergency Shelter

- **Site Visit Date:** 6/16/16
- **Date infractions submitted to site:** 6/30/16
- **Response received:** 7/11/16
- **Surveys completed:** 11
- The Committee conducted one visit to this site during this reporting period and collected the following responses to client surveys:
    - #1: Do you feel safe at the shelter? **Average answer: Often (4.09/5)**
    - #2: Does staff treat you with respect and speak to you in a professional manner? **Average answer: Often (4.18/5)**
    - #3: Does staff de-escalate arguments and help to break up verbal fights between clients? **Average answer: Sometimes (3.18/5)**
    - #4: Is the sleeping area quiet at night? **Average answer: Rarely (2.91/5)**
    - #5: Do the meals provided here meet your needs? **Average answer: Sometimes (3.91/5)**
    - #6: How long have you been at this shelter? **Average answer: Less than one month (3.64/5)**
- The Committee was also able to complete an inspection of this site and noted the following SOC infractions:

- Standard 3: Two hand sanitizer dispensers needed to be refilled - Resolved

Hamilton Family Shelter

- **Site Visit Date:** 6/28/16
- **Date infractions submitted to site:** 7/7/16
- **Response received:** 7/12/16
- **Surveys completed:** 7
- The Committee conducted one visit to this site during this reporting period and collected the following responses to client surveys:
  - #1: Do you feel safe at the shelter? **Average answer: Sometimes (3.86/5)**
  - #2: Does staff treat you with respect and speak to you in a professional manner? **Average answer: Often (4.14/5)**
  - #3: Does staff de-escalate arguments and help to break up verbal fights between clients? **Average answer: Sometimes (3.29/5)**
  - #4: Is the sleeping area quiet at night? **Average answer: Often (4.14/5)**
  - #5: Do the meals provided here meet your needs? **Average answer: Sometimes (3.86/5)**
  - #6: How long have you been at this shelter? **Average answer: More than one month (4.29/5)**
- The Committee was also able to complete an inspection of this site and noted the following SOC infractions:
  - Standard 3: One shower in 3rd Floor Men's bathroom has no running water - Resolved
  - Standard 3: Floors in 3rd floor Women's restroom needed to be cleaned - Resolved
  - Standard 17: No signage noting the status of broken 3rd floor Men's Shower - Resolved

Hospitality House

- **Site Visit Date:** 6/22/16
- **Date infractions submitted to site:** 7/7/16
- **Response received:** 7/11/16
- The Committee visited the site once during the reporting period and noted the following SOC infractions:
  - Standard 8: No signs posted regarding check-in/check-out times and case management availability/accessibility - Resolved
  - Standard 9: No menus posted in English or Spanish - Resolved
  - Standard 10: No vegetarian option - Resolved
  - Standard 25: ID Badges not worn by all staff - Resolved

MSC South

- **Site Visit Date:** 6/23/16
- **Surveys completed:** 34
- The Committee conducted one visit to this site during this reporting period and collected the following responses to client surveys:
  - #1: Do you feel safe at the shelter? **Average answer: Often (4.03/5)**

- #2: Does staff treat you with respect and speak to you in a professional manner? **Average answer: Often (4.00/5)**
- #3: Does staff de-escalate arguments and help to break up verbal fights between clients? **Average answer: Often (4.00/5)**
- #4: Is the sleeping area quiet at night? **Average answer: Sometimes (3.83/5)**
- #5: Do the meals provided here meet your needs? **Average answer: Sometimes (3.94/5)**
- #6: Has your bed ever been dropped? Have you ever lost a reservation at this site? **Average answer: Never (2.65/5)**
- #7: How long have you been at this shelter? **Average answer: More than one month (4.03/5)**

MSC South Drop In

- **Site Visit Date:** 6/23/16
- **Surveys completed:** 7
- **Date infractions submitted to site:** 7/7/16
- **Response received:** 7/11/16
- The Committee conducted one visit to this site during this reporting period and collected the following responses to client surveys:
  - #1: Do staff treat you with respect? **Yes – 6, No - 1**
  - #2: Do you feel discriminated against because of your age, disability, gender, race, religion, sexual orientation or transgender status? **Yes – 3, No - 4**
  - #3: Do you feel safe at the shelter? **Yes – 5, No - 2**
  - #4: How does staff respond to conflicts and arguments between clients?
    - "They get in and take care of it"
    - "Good"
    - "They get involved"
    - "They ignored me and not trusting me because I am homeless. They treat me worse than a dog or an animal!"
    - "Cynthia is fantastic here with all of this. They put their foot down immediately. Thank you Cynthia!"
- The Committee visited the site once during the reporting period and noted the following SOC infractions:
  - Standard 3: Men's Restroom needed cleaning - Resolved

Next Door

- **Site Visit Date:** 6/27/16
- **Surveys completed:** 34
- **Date infractions submitted to site:** 7/7/16
- **Response received:** 7/11/16
- The Committee conducted one visit to this site during this reporting period and collected the following responses to client surveys:
  - #1: Do you feel safe at the shelter? **Average answer: Often (4.07/5)**
  - #2: Does staff treat you with respect and speak to you in a professional manner? **Average answer: Often (4.02/5)**
  - #3: Does staff de-escalate arguments and help to break up verbal fights between clients? **Average answer: Often (4.29/5)**
  - #4: Is the sleeping area quiet at night? **Average answer: Sometimes (3.56/5)**

  - #5: Do the meals provided here meet your needs? **Average answer: Sometimes (3.50/5)**
  - #6: Has your bed ever been dropped? Have you ever lost a reservation at this site? **Average answer: Never (2.23/5)**
  - #7: How long have you been at this shelter? **Average answer: More than one month (4.06/5)**
- The Committee was also able to complete an inspection of this site but did not note any SOC infractions.

Santa Ana

- **Site Visit Date:** 6/30/16
- **Surveys completed:** 6
- **Date infractions submitted to site:** 7/7/16
- **Response received:** 7/8/16
- The Committee conducted one visit to this site during this reporting period and collected the following responses to client surveys:
  - #1: Do you feel safe at the shelter? **Average answer: Often (4.5/5)**
  - #2: Does staff treat you with respect and speak to you in a professional manner? **Average answer: Often (4.5/5)**
  - #3: Does staff de-escalate arguments and help to break up verbal fights between clients? **Average answer: Often (4.5/5)**
  - #4: Is the sleeping area quiet at night? **Average answer: Often (4.0/5)**
  - #5: Do the meals provided here meet your needs? **Average answer: Often (4.17/5)**
  - #6: Has your bed ever been dropped? Have you ever lost a reservation at this site? **Average answer: Never (2.0/5)**
  - #7: How long have you been at this shelter? **Average answer: Less than one month (3.83/5)**
- The Committee was also able to complete an inspection of this site and noted the following SOC infractions:
  - Standard 8: No pillows - Resolved
  - Standard 12: No signage posted on where to access laundry services - Resolved

Santa Marta/Maria/Jazzie's Place

- **Site Visit Date:** 6/21/16
- **Surveys completed:** 9
- The Committee conducted one visit to this site during this reporting period and collected the following responses to client surveys:
  - #1: Do you feel safe at the shelter? **Average answer: Sometimes (3.56/5)**
  - #2: Does staff treat you with respect and speak to you in a professional manner? **Average answer: Often (4.22/5)**
  - #3: Does staff de-escalate arguments and help to break up verbal fights between clients? **Average answer: Often (4.22/5)**
  - #4: Is the sleeping area quiet at night? **Average answer: Sometimes (3.78/5)**
  - #5: Do the meals provided here meet your needs? **Average answer: Sometimes (3.56/5)**

- #6: Has your bed ever been dropped? Have you ever lost a reservation at this site? **Average answer: Never (2.14/5)**
- #7: How long have you been at this shelter? **Average answer: More than one month (4.44/5)**

St. Joseph's

- **Site Visit Date:** 6/15/16
- **Date infractions submitted to site:** 6/17/16
- **Response received:** 6/23/16
- **Surveys completed:** 5
- The Committee conducted one visit to this site during this reporting period and collected the following responses to client surveys:
  - #1: Do you feel safe at the shelter? **Average answer: Often (4.6/5)**
  - #2: Does staff treat you with respect and speak to you in a professional manner? **Average answer: Often (4.4/5)**
  - #3: Does staff de-escalate arguments and help to break up verbal fights between clients? **Average answer: Often (4.0/5)**
  - #4: Is the sleeping area quiet at night? **Average answer: Sometimes (3.8/5)**
  - #5: Do the meals provided here meet your needs? **Average answer: Often (4.2/5)**
  - #6: How long have you been at this shelter? **Average answer: More than one month (4.2/5)**
- The Committee was also able to complete an inspection of the site and noted the following SOC infractions:
  - Standard 9: No menus posted in Spanish - Resolved

Vacancies

Please note that all seats expire on November 23, 2016 even for those who were recently appointed. If you wish to continue serving on the Committee, you must reapply for your seat. Here is a description of all seats:

If you do not plan on seeking reappointment, please submit a letter of resignation to the Chair and Committee staff.

Mayor's Office, *Seat 1*, candidates must be currently or formerly homeless. Interested parties 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

* Seat 2-Must be homeless of formerly homeless within the 3 years prior to appointment with a disability

*Seat 3-Must have experience providing direct services to the homeless through a community setting. Please attach a letter from the provider you currently work with or have worked with in the past with your application verifying your experience.

*Seat 4-Must be selected from a list of candidates that are nominated by community agencies that provide behavioral health, housing placement, or other services to the homeless. Please attach a letter of support from the community agency nominating you for this seat.

*Seat 5-Must be selected from a list of candidates that are nominated by nonprofit agencies that provide advocacy or organizing services to homeless people and be homeless or formerly homeless. Please attach a letter of support from the community agency nominating you for this seat.

*Seat 6-Must be selected from a list of candidates that are nominated by nonprofit agencies that provide advocacy or organizing services to homeless people. Please attach a letter of support from the community agency nominating you for this seat.

Please complete the on-line application and forward your completed application with the appropriate documents.
http://www.sfbos.org/index.aspx?page=3067

Please contact Jeff Simbe for assistance.

Presentations for future SMC Meetings
August – A Woman's Place/A Woman's Place Drop-in

Please contact staff if you have any suggestions for presenters.

Trainings

Committee staff completed a Standards of Care training at Hamilton Family and Emergency Shelter in June 2016.

2016 Meeting Calendar
August 17
September 21
October 19
November 16
December 21