



City and County of San Francisco

# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** December 21, 2016  
**RE:** November 2016 SOC Staff Report

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### *Standards of Care Staff Report*

#### November Client Complaints

There were a total of sixteen complaints submitted to the Shelter Monitoring Committee by fifteen different clients in November 2016. There Committee also submitted one complaint in response to comments that were received during client surveys at Next Door. Of those seventeen total complaints, one is pending a response from the site and one received a response that satisfied the client. The remaining fifteen complaints are 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 Shelter

- **Client #1**
- **Complaint submitted: 11/17/16**
- **Response received: 11/29/16**
- The complainant alleged that she had been the victim of bullying and harassment from clients and shelter staff. The complainant also alleged that the sleeping areas are extremely loud at night and that she cannot get 8 hours of sleep.
- In the response, A Woman's Place stated that they had not received any complaints about bullying or harassment from the client. The site also stated that the clients sleeping area in the basement of the site was historically one of the quieter areas on the site but that management would turn off the TV and lights before 10 AM and would remind all basement kitchen staff to be quiet until 6:00 AM.
- *Pending – Client has not yet responded to the site's response*

#### First Friendship

- **Client #1**
- **Complaint submitted: 11/23/16**
- **Response received: Pending**

- The complainant alleged the overhead pipes and vents at First Friendship are obstructed by dust and debris. The complainant also alleged that the mats have a fish odor smell and that the playroom is not being cleaned.

*Open – Site has not responded to this complaint*

### Hospitality House

- **Client #1**
- **Complaint submitted: 11/6/16**
- **Response received: 11/23/16**
- The complainant alleged that shelter employees were disrespecting clients by instituting limits on when clients could shower as well as the duration of showers. The complainant also alleged that shelter employees were rude and that he suspected that they did not have sufficient de-escalation training. The complainant also stated that he saw a bed sheet that was stained with blood and possibly other contaminants.
- In the response, the site stated that all linen is delivered fresh from an outside laundry service and that an inspection of the complainant's bed did not reveal any blood or other contaminants. The response also stated that the site was only enforcing their rules for shower times, which apply to all residents at Hospitality House. The site also stated that they intervened when they saw the complainant involved in an argument with other shelter staff and de-escalated the situation. The Program Manger also stated that shelter staff have been advised to immediately provide shelter rules to all newly arrived residents to avoid confusion about shower times.

*Pending – Client has not yet responded to the site's response*

### Jazzie's Place

- **Client #1**
- **Complaint submitted: 11/22/16**
- **Response received: 12/5/16**
- The complainant stated that he was given a late pass which allowed him to shower after normal showering hours because he works late. The complainant alleged that when he arrived at the shelter, a shelter employee would not allow him to shower because it outside of normal showering hours even though he had a late pass.
- In the response, the site stated that the complainant did have a late pass to allow him to shower outside of normal showering hours if he arrived at the shelter after lights out (10:00 PM). The site also stated that clients with late passes still must sign up to shower during normal hours if they arrive at the shelter prior to lights out. The site stated that on the night of the incident, the complainant arrived prior to lights out and was asked to put his name on the list if he wanted to shower but did not do so, which was why shelter staff did not allow him to shower that night.

*Pending – Client has not yet responded to the site's response*

- **Client #2**
- **Complaint submitted: 11/28/16**
- **Response received: 12/7/16**
- The complainant alleged that there are clients staying at Jazzie's Place that are sneaking people into the site that don't have reservations. The complainant also alleged that there are clients selling and smoking marijuana on site.
- In the response, the site stated that staff conduct rounds and head counts throughout the night and that they had found any evidence that would indicate that people were being snuck into the site. The site also stated that if staff do not witness clients selling or smoking marijuana on site they

cannot enforce their rules prohibiting that behavior, but clarified that some clients do have an approved reasonable accommodation to use medical marijuana off-site for a set amount of time.

*Pending – Client has not yet responded to the site’s response*

- **Client #3:**
- **Complaint submitted: 10/12/16**
- **Response received: 10/18/16**
- The complainant alleged he was involved in a physical altercation with another client. The complainant alleged that when he asked to use the site’s phone to call the police, shelter staff told him to find a phone outside of the shelter to make the call. The complainant also alleged that when the police arrived, staff stated that they did not witness the altercation take place.
- In the response, the site stated that staff did not witness the start of the altercation because it took place during “Lights On” when staff are waking up clients and preparing to leave the shelter. The site also stated that they heard the complainant and the other client having a verbal argument, but that they did not see any physical fighting when they went to investigate. Staff stated that they stepped in between the complainant and the other client and directed the other client to leave because he was not in the sleeping area where he was assigned. The site also stated that their site policy is that if clients need to call 911, they must call from outside the shelter because 911 shelter calls to shelter property are only allowed by shelter staff.
- This complaint was forwarded to HSH because it contains allegations of violence.

*Pending – Client has not yet responded to the site’s response*

### MSC South

- **Client #1**
- **Complaint submitted: 11/28/16**
- **Response received: 12/8/16**
- The complainant alleged that shelter staff accused him of using drugs while he was in the restroom. The complainant alleges that a shelter employee went through his pockets and tossed his belongings on the floor. The complainant alleges the employee did not find any drugs on him, but that he called over several shelter staff who DOS’d him for using drugs on site.
- In the response, MSC South stated they attempted to follow up with the complainant but that he is no longer staying at MSC South. The site stated that they spoke to all employees listed in the complaint but none of them remember an incident of that nature. The site also stated that they reviewed their records and that there is no paperwork that would indicate that the complainant was denied services at all. The site also stated that they attempted to investigate the complainant’s claims but many of the names listed in the complaint don’t belong to MSC South staff.

*Pending – Client has not responded to the site’s response*

- **Client #2:**
- **Complaint submitted: 11/28/16**
- **Response received: 12/5/16**
- The complainant states that he has been harassed by a number of different clients and shelter staff about his personal hygiene. The complainant alleged that these clients and staff used racial slurs and other discriminatory language when speaking to him.
- In the response, MSC South stated that they met with the complainant in an attempt to address his concerns, but stated that the complainant was unable to provide specific names of the shelter clients that were harassing him. Shelter management stated they also spoke to the shelter

employees were listed in the complaint and that all denied harassing the complainant. Shelter management stated that they accommodated the complainant's request to be moved to a different bed and reminded him that he could report any incidents of harassment to a supervisor who would address the harassment immediately.

*Pending – Client has not responded to the site's response*

### Next Door

- **Committee Complaint**
- **Complaint submitted: 11/10/16**
- **Response received: 11/17/16**
- Several members of the Committee and Committee staff visited Next Door to conduct client surveys. The Committee received comments from several clients alleging that Next Door recently held an emergency drill and that many wheelchair bound clients were transported to the 1<sup>st</sup> floor by elevator. The survey clients alleged that this was in direct violation of Next Door's rules and policies, which state that wheelchair bound clients must be moved to the 1<sup>st</sup> floor using appropriate equipment and not through use of the elevator.
- In the response, Next Door stated that they currently have one evacuation chair available on the 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> floors of the site (three evacuation chairs total) and approximately twelve wheelchair bound clients. The site acknowledged that it is probable that staff did transport wheelchair bound clients by elevator during the emergency drill. Next Door thanked the Committee for bringing this issue to their attention and stated that they hoped the City of San Francisco would be able to help them procure more evacuation chairs for the safety of their clients.

*Pending – Client has not responded to the site's response*

- **Client #1:**
- **Complaint submitted: 11/1/16**
- **Response received: 11/7/16**
- The complainant alleged that shelter staff kicked her out of the showers while she was in the middle of bathing herself. The complainant stated that shelter staff accused her of sneaking into the shower after the janitor had blocked off the restroom for cleaning, but the complainant stated that the janitor started cleaning after she was already in the shower. The complainant also alleged that she has been the victim of harassment from her bunkmate and other clients.
- In the response, Next Door stated that shelter staff had given the complainant to use the shower, but warned her that she would only have a little over an hour before the janitor would need to clean the restroom. The response stated that staff agreed with the complainant's assertion that she did not sneak into the shower, but stated that the complainant was refusing to leave the shower so the janitor could clean even though she was given more than an hour's notice of the janitor's cleaning schedule. The response also stated that they spoke to the clients listed in the complaint, who denied harassing the complainant.

*Pending – Client has not responded to the site's response*

- **Client #2, Complaint #1:**
- **Complaint submitted: 10/28/16**
- **Response received: 11/4/16**
- The complainant alleged that clients in his sleeping area have been messing him at night and waking him up when he is trying to sleep. The complainant alleged that he had heard shelter staff

encouraging other clients to harass and threaten the complainant. The complainant stated that he requested a bed change to get away from his harassers but that his request was denied.

- In the response, Next Door stated that they spoke to shelter staff stationed at the complainant's sleeping area and reported that one of them have ever witnessed any clients waking the complainant up or harassing him in any way. The site also stated that they already instituted procedures where staff would check on the complainant's sleeping area every 15 minutes but that they have yet to find evidence of anyone harassing or waking the complainant up. Shelter management stated that they had previously given the complainant a bed change due to safety concerns and that they would be open to moving him again if they could find any evidence of harassment.

*Pending – Client has not responded to the site's response*

- **Client #2, Complaint #2:**
- **Complaint submitted: 11/8/16**
- **Response received: 11/16/16**
- The complainant alleged that he was falsely written up for loudly arguing with other clients and yelling at staff. The complainant acknowledges that he did have an argument with the other clients but stated that he never raised his voice during the argument or when he was speaking with shelter staff.
- In the response, Next Door stated that the complainant was written up because shelter staff saw him arguing with other clients. The site stated that when staff tried to de-escalate the situation, the complainant became belligerent and began to yell at them. Next Door stated that he was written up for yelling, which they would not be rescinding.

*Pending – Client has not responded to the site's response*

- **Client #3:**
- **Complaint submitted: 11/4/16**
- **Response received: 11/7/16**
- The complainant alleged that another client was sexually harassing him. The complainant states that he reported the harassment to shelter staff, who did not intervene on his behalf. The complainant stated that he is requested a bed change or a transfer to another site.
- In the response, Next Door stated that the complainant had reported to staff that another client was sexually harassing him because the other client was looking at him. Staff stated that when they tried to investigate the incident, they found the other client asleep. The site stated that they attempted to move the complainant to another bed but the complainant refused and insisted that he be moved to Sanctuary. The site stated that they explained to the complainant the procedures for requesting a transfer to another site.

*Pending – Client has not responded to the site's response*

- **Client #4:**
- **Complaint submitted: 11/30/16**
- **Response received: 12/2/16**
- The complainant alleged that several of the laundry machines and dryers were out of order. The complainant also alleged that shelter staff misused funds that were supposed to be used to renovate the laundry room.
- In the response, Next Door stated that all washers and dryers are currently in working order. The site acknowledged that washers and dryers had been consistently breaking down for the past month and stated that they were in the process of finding a new washer/dryer vendor. The site

also stated that the employee listed in the complaint has no involvement with the laundry facilities at Next Door.

*Pending – Client has not responded to the site’s response*

- **Client #5:**
- **Complaint submitted: 11/22/16**
- **Response received: 11/28/16**
- The complainant alleged that a shelter employee is forcing the complainant to interact with him even though the complainant has been avoiding that employee. The complainant alleged that the employee has been making sexual advance towards him, which is making the complainant uncomfortable.
- In the response, Next Door stated they spoke to the shelter employee listed in the complaint, who stated that he had no idea that the complainant was avoiding him. The site stated that the employee denied all allegations of sexual harassment and has agreed to only interact with the complainant if the complainant initiates the conversation. Shelter management stated that they investigated the allegations in the complaint but were unable to find any evidence to support them.

*Pending – Client has not responded to the site’s response*

- **Client #6:**
- **Complaint submitted: 11/23/16**
- **Response received: 12/6/16**
- The complainant states that there is another client in her sleeping area that has two dogs. The complainant alleges that the other client cannot control her dogs, stating that the dogs are not muzzled, that they have urinated on the complainant’s belongings and that the dogs eat in the sleeping area even though clients are not. The complainant also alleged that the owner of the dogs has harassed her using abusive language but shelter staff did not intervene when she reported the harassment.
- In the response, Next Door stated that the dogs are kept on a leash and muzzle and that both dogs are certified Companion Animals. The site stated that they had also received complaints from the other client about the complainant harassing her. The site stated that Companion Animals are not allowed to eat in the dining room but that they are allowed to eat in the sleeping area where their owners reside. Next Door also stated that they offered the complainant a bed change but that the complainant refused the offer.

*Closed – Client is satisfied with the site’s response*

- **Client #7:**
- **Complaint submitted: 11/30/16**
- **Response received: 12/7/16**
- The complainant alleged that she was charging her phone when a shelter employee started sweeping near the charging station and asked the complainant to step aside for a few minutes. The complainant states that when she was allowed back in the area, her phone had been stolen. The complainant states that she reported the theft to shelter staff but that she never received a follow-up.
- In the response, Next Door stated that they investigated the complainant’s allegations but that they could not identify an employee that matched the description that the complainant provided. The site stated that they do not have cameras on the floor to ensure client privacy and confidentiality, but that they would be installing new charging stations in staff areas for clients.

*Pending – Client has not responded to the site’s response*

**Table: Total Client Complaints for FY 2016-2017**

Site	7/16	8/16	9/16	10/16	11/16	Total (16-17 FY)
<b>A Woman's Place</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>
<b>A Woman's Place Drop In Center</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b>Bethel AME</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Compass</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>First Friendship Family</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>
<b>Hamilton Emergency</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Hamilton Family</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Hospitality House</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>4</b>
<b>Interfaith Winter Shelter</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Jazzie's Place</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>
<b>Lark Inn</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Mission Neighborhood Resource Ctr.</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>MSC South Shelter</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>11</b>
<b>MSC Drop In Center</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Next Door</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>41</b>
<b>Providence</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Sanctuary</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>
<b>Santa Ana</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Santa Marta/Maria</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>
<b>St. Joseph's</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>United Council</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>12</b>	<b>26</b>	<b>14</b>	<b>10</b>	<b>17</b>	<b>79</b>

November Site Visits

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

Shelter	JULY	AUG	SEPT	OCT	NOV	1st Qtr	2nd Qtr	Total
A Woman's Place	1			1		1	1	2
AWPDI	1			1		1	1	2
Bethel AME		1			1	1	1	2
Compass	1			1		1	1	2
First Friendship			1			1	0	1
Hamilton Emergency Shelter	1					1	0	1
Hamilton Family Shelter	1					1	0	1
Hospitality House			1			1	0	1
Interfaith						0	0	0
Jazzie's Place			1			1	0	1
Lark Inn			1			1	0	1
MSC Drop In		1				1	0	1
MSC Shelter		1			1	1	1	2
MNRC		1				1	0	1
Next Door		1			1	1	1	2
Providence		1			1	1	1	2
Sanctuary	1			1		1	1	2
Santa Ana			1		1	1	1	2
Santa Marta/Santa Maria			1			1	0	1
St. Joseph's			1		1	1	1	2
United Council			1		1	1	1	2
		<b>Quarterly Totals</b>				<b>20</b>	<b>11</b>	<b>31</b>
		<b>Assigned Number of Visits</b>				<b>20</b>	<b>21</b>	<b>82</b>
		<b>Percentage of Compliance</b>				<b>100%</b>	<b>52%</b>	<b>37% compliance FY16-17 (Through November Only)</b>



### November Site Visit Infractions

The Committee completed seven site visits in the month of November. There were no Standard of Care infractions noted at Bethel AME, MSC South, Santa Ana and St. Joseph's but there were infractions noted at the other three sites:

#### **Next Door**

- **Site Visit Date:** 11/7/16
- **Date infractions submitted to site:** 12/9/16
- **Response received:** 12/13/19
- The Committee visited the site once during the reporting period and noted the following SOC infractions:
  - Standard 3: Broken soap dispenser in 1st Floor ADA shower – **Resolved**
  - Standard 3: Mold on back of ADA shower chair in 3rd floor showers – **Resolved**
  - Standard 9: No menu posted in Spanish – **Resolved**
  - Standard 17: No signage posted about broken soap dispenser – **Resolved**

#### **Providence**

- **Site Visit Date:** 11/22/16
- **Date infractions submitted to site:** 12/13/16
- **Response received:** Pending
- The Committee visited the site once during the reporting period and noted the following SOC infractions:
  - Standard 3: Hand sanitizer needed to be refilled at time of visit – **Pending**
  - Standard 12: No sheets or pillowcases provided to clients – **Ongoing issue related to laundering of sheets, two blankets given instead of sheets.**
  - Standard 21: No Language Link or other professional translation service – **Ongoing issue due to lack of funding**

#### **United Council**

- **Site Visit Date:** 11/14/16
- **Date infractions submitted to site:** 12/12/16
- **Response received:** Pending
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
  - Standard 3: No soap or hand sanitizer provided in bathroom, one broken hand sanitizer inside restroom – **Pending**
  - Standard 17: No signage indicating when broken hand sanitizer dispenser would be repaired – **Pending**
  - Standard 21: No Language Link or other professional translation service – **Ongoing issue due to lack of funding**

## Committee Membership and Staff Update

### Vacancies

Please note that all seats expire on December 31, 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.**

### **Local Homeless Coordinating Board appointments:**

**All four seats appointed by LHCB have been appointed for term 2016-2018.**

**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 or 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 at 415-255-3647.**

**Staff**

Christmas Holiday – December 26<sup>th</sup>

**2017 Meeting Calendar**

January 18

February 15

March 15

April 19

May 17

June 21

July 19

August 16

September 20

October 18

November 15

December 20