



Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: November 15, 2017
RE: **October SOC Staff Report**

October Client Complaints

There were a total of eighteen complaints submitted to the Shelter Monitoring Committee by fifteen unduplicated clients in October 2017. Of those eighteen complaints, six received responses that did not satisfy the client and one was closed due to No Contact from the client. There are currently three complaints that are still open pending a response from the site. Sites have responded to the other eight complaints but they are still 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 submitted: 10/17/17**
- **Response received: 10/23/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules and grievance process
- The complainant alleged that shelter staff took her personal jacket and blankets when they collected the shelter's linens for washing.
- The response stated that the employee that the complainant accused of taking her property was not employed by Bethel AME or at the site at the time of the incident. The response also stated that the complainant had not reported any lost property to shelter staff.

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

- **Client #2**
- **Complaint submitted: 10/17/17**
- **Response received: 10/20/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that shelter staff assigned her to a mat that she didn't want even though she had previous conflict with the client assigned to the mat next to her.

- The response stated the Bethel AME has instituted a new policy where clients are assigned mats instead of being allowed to choose which mats they sleep in response to complaints of clients forming cliques and bullying each other. The response also stated that the complainant had never reported having any problems with the client assigned to the mat next to her.

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

- **Client #3**
- **Complaint submitted: 10/20/17**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged shelter staff have starting making “senior plates” for clients which contain half the amount of food that is given to other clients. The complainant alleges that these “senior plates” are given to clients who never requested them and have no medical reason to get less food.

Open – Site has not responded to this complaint

- **Client #4**
- **Complaint submitted: 10/24/17**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that shelter staff gave her three write-ups even though she was following instructions from shelter staff. The complainant alleged that staff were retaliating against her for asking if she could be moved to another mat.

Open – Site has not responded to this complaint

MSC South

- **Client #1**
- **Complaint submitted: 10/13/17**
- **Response received: 11/7/17**
- **Alleged SOC Violations:**
 - **Standard 15:** Provide...secure property storage inside each shelter...
- The complainant states that MSC South requires him to check in his tools with security officers whenever he enters the site. The complainant alleged that he tried to pick up his tools one morning for work, but was told that security officers couldn't find his tools.
- In the response, shelter management stated that records confirmed that the complainant had checked in his tools and that the tools were missing when the complainant attempted to pick them up a few days later.

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

- **Client #2**
- **Complaint submitted: 10/24/17**
- **Response received: 11/7/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleges that shelter staff are calling him names and falsely accusing him of sexually harassing staff and clients.

- In the response, shelter management denied the allegations that staff had called the complainant names and stated that multiple shelter staff had witnessed the complainant sexually harassing staff and other clients.

Not Satisfied – The client was not satisfied with the response and requested an investigation into the complaint. The investigation for this complaint is currently pending.

- **Client #3**
- **Complaint submitted: 10/27/17**
- **Response received: 11/7/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleges that shelter staff were not adhering to the laundry sign-up sheet and that she is currently banned from the laundry room.
- In the response, shelter management stated that the complainant was not banned from the laundry room and that she was only asked to stop doing laundry on one day after staff found out that she was washing other people's laundry and not her own. The response also denied allegations that they were not adhering to the laundry sign-up sheet.

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

- **Client #4**
- **Complaint submitted: 10/30/17**
- **Response received: 11/7/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleges he was DOS'd from the site and was never given his paperwork or given a reason for his DOS.
- In the response, shelter management stated that the complainant was not DOS'd from the site and that the complainant had been checking into the site regularly since his reservation started.

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

MSC South Drop In

- **Client #1**
- **Complaint submitted: 10/30/17**
- **Response received: 11/7/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter policies and grievance process
 - **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence...
- The complainant alleged shelter staff DOS'd him without giving him any of his paperwork. The complainant also alleges that security officers threatened him with a taser in order to get him to leave the property.
- The response states that the complainant was DOS'd for sexually harassing clients and staff. The response states that after the complainant was DOS'd, he started causing a disturbance and would not leave the site until escorted out by security officers. The response also states that by the time the DOS paperwork was completed, the complainant was no longer outside of the

shelter. The response denies the allegations that security officers pulled a taser on the complainant and stated that security officers are not allowed to have any weapons while on duty.

- **This complaint was forwarded to HSH investigators because it contains allegations of misconduct by security officers.**

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

Next Door

- **Client #1**
- **Complaint submitted: 10/2/17**
- **Response received: 10/17/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
 - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that a shelter employee wouldn’t allow him to get hot water during dinner and followed him around the shelter after the incident.
- The response stated that the shelter employee did speak to the complainant and asked him to not get hot water himself, but rather have a shelter employee get it for him due to sanitary reasons. The response denied that the shelter employee was rude or threatening to the complainant.

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

- **Client #2:**
- **Complaint submitted: 10/23/17**
- **Response received: 10/27/17**
- **Alleged SOC Violations:**
 - **Standard 15:** Provide...secure property storage inside each shelter...
- The complainant alleged that his personal sleeping bag was stolen off of his bed by shelter staff.
- The response denied allegations that shelter staff stole the complainant’s sleeping bag. The response also stated that shelter management offered the complainant a new blanket in a pouch in an attempt to bring closure to the matter, but the complainant insisted that the site buy him a new sleeping bag.

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

- **Client #3:**
- **Complaint submitted: 10/31/17**
- **Response received: 11/7/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
 - **Standard 2:** Provide shelter services in an environment that is safe...
 - **Standard 13:** Make the shelter facility available to...for sleeping at least 8 hours per night
- The complainant alleged that shelter staff were rude and did not properly address her complaints about other clients keeping her awake at night.
- In the response, the site stated that they had spoken to both clients about the incident and denied that staff were rude to the complainant. The response also states that shelter management would speak to shelters staff in order to address any discomfort the complainant may have with them.

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

- **Client #4:**
- **Complaint submitted: 10/31/17**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that two clients got into a fight in the middle of the night and clients had to break it up because there were no shelter staff on the floor. The complainant alleged that staff would not call the police or the ambulance even after the victim requested that staff call both.
- **This complaint was forwarded to HSH because it contains allegations of acts of violence.**

Open – Site has not responded to this complaint

Sanctuary

- **Client #1:**
- **Complaint submitted: 10/6/17**
- **Response received: 10/13/17**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is safe...
 - **Standard 15:** Provide shelter clients with...secure property storage...
- The complainant alleged that he was DOS'd after a client recorded him and showed the video to shelter staff. The complainant also alleged that after he was DOS'd from the site, shelter staff refused to store his belongings.
- The response states that the shelter staff spoke to the client who made the recording and warned him that doing so was against shelter rules. The response also states that the complainant returned to the shelter several times to pick up his property and threw away the items he didn't want.

No Contact – This complaint was closed due to No Contact from the client

- **Client #2:**
- **Complaint submitted: 10/16/17**
- **Response received: 10/20/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that staff were rude to her and that the beds were making her itch.
- The response states that the shelter staff had cleaned the complainant's bed and that the complainant reported that she longer itched. The response also denied the allegations that staff were rude to the complainant.

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

- **Client #3, Complaint #1:**
- **Complaint submitted: 10/19/17**
- **Response received: 10/20/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...

- The complainant alleged an employee made a threatening comment to him while they were standing outside of the shelter.
- The response states that the shelter employee reported saying “Good morning” to the complainant and denied having threatened him. The response also states that the complainant has been targeting the shelter employee for some time and has filed multiple complaints against him.

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

- **Client #3, Complaint #2:**
- **Complaint submitted: 10/19/17**
- **Response received: 10/20/17**
- **Alleged SOC Violations:**
 - **Standard 13:** Make shelter facility available...for sleeping at least 8 hours per night
- The complainant alleged an employee made a loud announcement after “Lights Off” which woke up many clients.
- The response states that shelter management spoke to the employee about making announcements after “Lights Off”.

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

United Council

- **Client #1:**
- **Complaint submitted: 10/6/17**
- **Response received: 10/13/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
 - **Standard 16:** Provide shelter clients with access to electricity for charging cell phones and other durable medical equipment...
- The complainant alleged that shelter staff would not serve her food unless she washed her hands first even though the complainant already used hand sanitizer and wet wipes to clean her hands. The complainant also alleged that the rooms where ADA clients were instructed to charge their wheelchairs don’t have functioning outlets.
- The response stated that all outlets were working and that staff don’t deny food to clients if they refuse to wash their hands.

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

October Client Complaints by Standard

Standard of Care	Number of complaints alleging violations of this Standard
Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies...	14
Standard 2: Provide shelter services in an environment that is safe and free from physical violence	3
Standard 13: Make the shelter facility available for sleeping at least 8 hours per night	1
Standard 15: Provide shelter clients with pest-free, secure property storage inside each shelter...	3
Standard 16: Provide shelter clients with access to electricity for charging...durable medical equipment	1

Please note that each complaint can include alleged violations of more than one Standard of Care

October SOC Investigations

Clients who are not satisfied with the site’s response to their complaint can request a Committee investigation into their complaint. The Committee completed five investigations in October, four for clients staying at Next Door and one for A client staying at MSC South:

Next Door

Client #1, Investigation #1:

Complaint filed: 8/22/17

Response received: 8/29/17

Investigation requested: 9/26/17

Investigation completed: 10/4/17

Alleged SOC violation:

- **Standard 1)** Treat clients equally, with respect and dignity...

The complainant made the following allegations:

- **Standard 1:** The complainant alleged that a shelter employee closed down dinner service even though there were second servings of fish available for clients. The complainant alleges that the shelter employee told staff and clients that he wanted the second servings of fish for himself.

Investigation:

- Committee staff visited Next Door in order to speak to shelter management about the allegations listed in the complaint.

Findings:

- **Standard 1:** Shelter management stated that they had spoken to the employee listed in the complaint and that he denied having closed dinner service early or taking food home for himself. Shelter management stated that they had also spoken to two shelter cooks that were on duty on the day of the

incident and that both cooks reported that there were no second servings of fish available that day. Both cooks also stated that the cooks are the ones who instruct shelter staff to close dinner service, and both reported that the shelter employee listed in the complaint did not close the gate that evening. Shelter management also reported that they did not receive any complaints from other shelter clients alleging that dinner service was closed early or that shelter staff were keeping food meant for clients for themselves.

- **Inconclusive**

Client #1, Investigation #2:**Complaint filed: 9/8/17****Response received: 9/12/17****Investigation requested: 9/26/17****Investigation completed: 10/4/17****Alleged SOC violation:**

- **Standard 1)** Treat clients equally, with respect and dignity...

The complainant made the following allegations:

- **Standard 1:** The complainant alleged that he saw a shelter supervisor was working in the kitchen while sagging his pants below his buttocks. The complainant alleged that this was “offensive sexual behavior imposed on others”.

Investigation:

- Committee staff visited Next Door in order to speak to shelter management about the allegations listed in the complaint.

Findings:

- **Standard 1:** Shelter management reported that the employee listed in the complaint denied the allegations, that the employee does not have a history of sagging his pants and that they have not received any other reports from shelter clients about the employee sagging his pants or committing other dress code violations. Shelter management also stated that they had not received reports from other clients about the employee engaging in any inappropriate or unprofessional behavior. Committee staff were unable to locate any evidence that could confirm or deny the complainant’s allegations, as a result, Committee staff could not determine if Next Door was in compliance with Standard 1.

- **Inconclusive**

Client #1, Investigation #3:**Complaint filed: 9/8/17****Response received: 9/12/17****Investigation requested: 9/26/17****Investigation completed: 10/4/17****Alleged SOC violation:**

- **Standard 1)** Treat clients equally, with respect and dignity...

The complainant made the following allegations:

- **Standard 1:** The complainant alleged that a shelter supervisor regularly has loud conversations with other staff before “Light’s On”, which wakes up shelter clients.

Investigation:

- Committee staff visited Next Door in order to speak to shelter management about the allegations listed in the complaint.

Findings:

- **Standard 1:** Shelter management reported that the employee listed in the complaint does not have a history of sagging his pants and that they has not received any other reports from shelter clients about the employee sagging his pants or committing other dress code violations. Shelter management also stated that they had not received reports from other clients about the employee engaging in any inappropriate or unprofessional behavior. Committee staff were unable to locate any evidence that could confirm or deny the complainant's allegations, as a result, Committee staff could not determine if Next Door was in compliance with Standard 1.
 - **Inconclusive**

Client #1, Investigation #4:

Complaint filed: 9/8/17

Response received: 9/12/17

Investigation requested: 9/26/17

Investigation completed: 10/4/17

Alleged SOC violation:

- **Standard 1)** Treat clients equally, with respect and dignity...

The complainant made the following allegations:

- **Standard 1:** The complainant alleged that a shelter supervisor regularly has loud conversations with other staff before "Light's On", which wakes up shelter clients.

Investigation:

- Committee staff visited Next Door in order to speak to shelter management about the allegations listed in the complaint.

Findings:

- **Standard 1:** Shelter management reported that the supervisor listed in the complaint denied the allegations that he raised his voice while on the floor before "Lights On". Shelter management also stated that they had not received other complaints from clients about the volume of the supervisor's voice but that they still spoke to all supervisors to be mindful about the volume of their voice while conducting business on the floors. Committee staff were unable to confirm or deny the complainant's allegations of the supervisor waking up clients with loud conversations due to a lack of evidence. As a result, this investigation is inconclusive.
 - **Inconclusive**

MSC South

Client #1

Complaint filed: 9/28/17

Response received: 10/12/17

Investigation requested: 10/17/17

Investigation completed: 10/25/17

Allegation SOC violation:

- **15)** Provide shelter clients with pest-free, secure property storage...

The complainant made the following allegations:

- **Standard 15:** The complainant stated that he previously had a 90 day bed reservation but had to leave the shelter for a family emergency. The complainant states that when he returned to the

shelter for a one-night bed, he saw that his property was still in his previous bed and asked for shelter staff to bag, tag and store his belongings. The complainant alleges that a shelter employee agreed to bag and store his belongings for him, but when he came back to pick up his property he was told that staff couldn't locate it.

Investigation:

- Committee staff visited MSC South in order to interview shelter staff involved in the complaint and to inspect the site's property storage records.

Findings:

- **Standard 1:** Committee staff interviewed the employee who was listed in the complaint, who denied telling the complainant that he would bag and store the complainant's belongings. The shelter employee stated that he told the complainant that he couldn't store his property for him, at which point the complainant left his property at the front desk and said that he would return to pick it back up. Committee staff inspected MSC South's property storage logs but could not find any record of the complainant's property being bagged, stored or discarded. Committee staff were unable to locate any evidence which confirmed or disproved the complainant's allegations. As a result, this investigation is inconclusive.
 - **Inconclusive**

Total Client Complaints FY 2017-2018

Site	Site Capacity	7/17	8/17	9/17	10/17	Total (17-18 FY)
A Woman's Place	11 mats	0	0	0	0	0
A Woman's Place Drop In Center	63 chairs	0	0	1	0	1
Bethel AME	30 mats	2	6	2	4	14
Compass	22 families	0	0	0	0	0
First Friendship	25 families	0	1	0	0	1
Hamilton Emergency	46 beds, 8 cribs	0	0	0	0	0
Hamilton Family	27 families	1	0	0	0	1
Hospitality House	30 beds/mats	0	0	0	0	0
Interfaith Winter Shelter	60-100 mats depending on the site	0	0	0	0	0
Jazzie's Place	24 beds	0	0	1	0	1
Lark Inn	40 beds	0	0	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	0	0	0	0	0
MSC South Shelter	340 beds	3	3	1	4	11
MSC South Drop In Center	75 chairs	0	0	1	1	2
Next Door	334 beds	4	5	6	4	19
Providence	110 mats	0	2	0	0	2
Sanctuary	200 beds	2	3	1	4	10
Santa Ana	28 beds	0	1	0	0	1
Santa Marta/Maria	56 beds	0	0	0	0	0
St. Joseph's	10 families	0	0	0	0	0
United Council	48 chairs	0	0	0	1	1
Total	Single adult: 1203 beds/mats Interfaith: 60-100 mats Resource Centers: 256 chairs Family: 84 family rooms, 46 beds and 8 cribs	12	21	13	18	64

October Site Visit Infractions

There were five unannounced site visits conducted in October 2017. Compass Family Shelter and Jazzie's Place did not receive any Standard of Care infractions. The infractions for the remaining three sites can be found below:

First Friendship

Site visit date: 10/4/17

Infractions submitted to site: 10/25/17

Site responded: **Pending**

SOC infractions:

- **Standard 12:** Clients not being given 2 sheets (extra blankets given as substitute)
- **Standard 21:** Site does not have professional translation services available (site does have Language Tree)

Next Door

Site visit date: 10/5/17

Infractions submitted to site: 10/25/17

Site responded: **Pending**

SOC infractions:

- **Standard 6:** No CPR mask in 4th floor first aid kit
- **Standard 17:** No signage for out of order sink (right sink when facing mirror), 4th floor bathroom

Santa Marta/Maria

Site visit date: 10/23/17

Infractions submitted to site: 11/9/17

Site responded: **Pending**

SOC infractions:

- **Standard 25:** Not all staff wearing ID badge
- **Standard 26:** No MUNI tokens or other transportation available

FY2017-2018 Unannounced Site Visit Tally

Site	Q1 July-Sept.	Q2 Oct. – Dec.	Total (17-18 FY)
A Woman’s Place	0	0	0
A Woman’s Place Drop In Center	1	0	1
Bethel AME	1	0	1
Compass	0	1	1
First Friendship Family	0	1	1
Hamilton Emergency	1	0	1
Hamilton Family	1	0	1
Hospitality House	0	0	0
Interfaith Winter Shelter* seasonal shelter open during winter months	*Closed	0	0
Jazzie’s Place	0	1	1
Lark Inn	0	0	0
Mission Neighborhood Resource Ctr.	1	0	1
MSC South Shelter	1	0	1
MSC South Drop In Center	1	0	1
Next Door	1	1	2
Providence	1	0	1
Sanctuary	0	0	0
Santa Ana	1	0	1
Santa Marta/Maria	0	1	1
St. Joseph’s	1	0	1
United Council	1	0	1
Total	12	5	17
Assigned	20	21	82
Compliance	60.0% compliance	23.8% compliance (through Oct. 2017 only)	20.3% compliance for FY17-18 (through Oct. 2017 only)

The Shelter Monitoring Committee is required to complete four unannounced visits to each site on an annual basis.

October Client Survey Results

The Committee completed announced site visits at three different sites in October: A Woman’s Place Drop In, Hamilton Family Shelter and Hamilton Emergency Shelter. The survey results from those visits are listed below:

A Woman’s Place Drop In

Site visit date: 10/17/17

Clients surveyed: 14

Survey Question	Yes	No
Do staff treat you with respect?	11	3
Do you feel discriminated against because of your age, disability, gender, race, religion, sexual orientation or transgender status?	10	4
Do you feel safe at this shelter?	12	2
Does staff de-escalate arguments and help to break up verbal fights between clients?	11	1

Hamilton Family Shelter

Site visit date: 10/5/17

Clients surveyed: 9

Survey Question	Yes	No
Do staff treat you with respect?	9	0
Do you feel safe at this shelter?	8	1
Does staff de-escalate arguments and help to break up verbal fights between clients?	6	0
Is the sleeping area quiet at night?	9	0

Hamilton Emergency Shelter

Site visit date: 10/5/17

Clients surveyed: 6

Survey Question	Yes	No
Do staff treat you with respect?	5	1
Do you feel safe at this shelter?	3	3
Does staff de-escalate arguments and help to break up verbal fights between clients?	3	3
Is the sleeping area quiet at night?	0	6

FY2017-2018 Announced Site Visit Tally

Site	Total (17-18 FY)
A Woman's Place	1
A Woman's Place Drop In Center	1
Bethel AME	0
Compass	1
First Friendship Family	0
Hamilton Emergency	1
Hamilton Family	1
Hospitality House	1
Interfaith Winter Shelter *seasonal shelter open during winter months	0
Jazzie's Place	0
Lark Inn	0
Mission Neighborhood Resource Ctr.	0
MSC South Shelter	0
MSC South Drop In Center	0
Next Door	0
Providence	0
Sanctuary	0
Santa Ana	0
Santa Marta/Maria	0
St. Joseph's	0
United Council	0
Total	6
Required	41
Compliance for FY17-18	14.6%

The Committee is required to make two announced site visits to each site each year in order to survey clients.

Staff Update and Committee Membership

Membership

The Committee currently has twelve members and there is one vacancy. Details of the vacant seat are as follows:

Board of Supervisors

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.

Contact Jeff Simbe at 415-255-3647 or email jeff.simbe@sfdph.org if you are interested in applying.

2017 Meeting Calendar

- December 20

Staff update

Howard out of the office from December 20, 2017 – January 9, 2018