



City and County of San Francisco

# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** November 21, 2018  
**RE:** **October SOC Staff Report**

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### October Client Complaints

There were a total of fourteen complaints submitted to the Shelter Monitoring Committee by twelve unduplicated clients in October 2018. There is currently one complaint open pending a response from the site and one complaint that received a response from the site that satisfied the client.

There was also one complaint that received a response that did not satisfy the client, the investigation for that complaint is currently pending.

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 will investigate the allegations listed in the complaint.

### A Woman's Place Drop In

- **Client #1:**
- **Complaint submitted: 10/4/18**
- **Response received: 10/19/18**
- **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 female employee is rude, unprofessional and has verbally threatened her in the past.
- The response denies the allegations that the employee is unprofessional, rude or has threatened the complainant in any way. The response also states that the complainant regularly becomes belligerent when shelter staff ask her to leave the site during cleaning hours (11:30 AM – 1:30 PM).
- **This complaint was forwarded to the DPH contract monitor because it contains allegations of verbal threats.**

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

### Bethel AME

- **Client #1:**

- **Complaint submitted: 10/15/18**
- **Response received: 10/31/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that a shelter employee is using demeaning language and is yelling too much when waking up shelter clients in the morning.
- The response denies the allegation that the employee is using demeaning language or yelling too much in the mornings. The response also states that the employee did say “Good morning” a few times to clients and that other clients were getting up and greeting his back.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

### MSC South

- **Client #1**
- **Complaint submitted: 10/2/18**
- **Response received: 10/24/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that shelter staff falsely accused him of hanging wet laundry on his bed so they could DOS him from the shelter, when he only had a few wet items sitting on his mattress.
- The response states that the complainant was asked to stop hanging wet items on his bed because they were dripping onto the floor and causing a safety issue. The response also states that when staff came by afterwards, they saw that the complainant had hung up his wet laundry again in the same spot. The response also states that the complainant was not DOS’d, just asked to leave the shelter for a few hours.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

- **Client #2**
- **Complaint submitted: 10/19/18**
- **Response received: 10/31/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...;
- The complainant alleged that a shelter volunteer was rude and unprofessional. The complainant also alleged that the volunteer falsely accused him of causing a disturbance because he turned down the volunteer’s help.
- The response states that shelter staff spoke to both parties about behaving appropriately inside the shelter and reminded the volunteer not to be persistent if a client says that they don’t need help.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

- **Client #3**
- **Complaint submitted: 10/24/18**
- **Response received: 10/31/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...;

- The complainant stated that he was taken to the emergency room due to a seizure while staying at MSC South and that shelter staff refused to inform his wife of where he was, even though both of them were staying at the shelter and had each other listed as emergency contacts.
- The response states that because MSC South is a single adult shelter, all guests are under a confidentiality clause while staying in any shelter in San Francisco.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

- **Client #4**
- **Complaint submitted: 10/29/18**
- **Response received: 11/5/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...;
- The complainant stated that she was hospitalized during her first 30 day extension and found out that MSC South dropped her bed during her stay in the hospital. The complainant also alleged that shelter staff kept moving her to a series of 1-night beds instead of immediately giving her bed back.
- The response states the Department of Homelessness and Supportive Housing (HSH) policy states that a supervisor may only check in a for a hospitalized client for one night, but cannot do so for multiple nights. The response also states that the policy states that once the client has returned with documentation, the shelter will contact HSH to get the guest reinstated, which was what happened in this case.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

### Next Door

- **Client #1**
- **Complaint submitted: 10/2/18**
- **Response received: 10/13/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...;
- The complainant alleged that shelter staff refuse to give her the long term extensions that they are providing other clients.
- The response states that the shelter reservations for other clients are confidential matters and that all length of stay transactions are monitored by the Department of Homelessness and Supportive Housing.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

- **Client #2**
- **Complaint submitted: 10/3/18**
- **Response received: 10/23/18**
- **Alleged SOC Violations:**
  - **Standard 3:** ...clean shelters on a daily basis...
- The complainant alleged that he is being bitten by bed bugs at night and that staff haven't done anything to address the issue.
- The response denies the allegation that shelter staff haven't done anything to address the bed bugs and states that the complainant has been giving a new mattress, his bed frame has been

thoroughly cleaned multiple times and he was given an emergency wash to ensure that his property was free of bed bugs.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

- **Client #3**
- **Complaint submitted: 10/12/18**
- **Response received: 11/2/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...;
  - **Standard 15:** Provide shelter clients with pest free, secure property storage...;
- The complainant alleged that he woke up one evening and went to take a shower. The complainant states that shelter staff called the police, who dragged him out of the showers and 5150'd him for the night. The complainant states that he was given no explanation of why shelter staff called the police that night. The complainant also stated that he was DOS'd after that night and that shelter staff have refused to let him come back and pick up his property.
- The response states that there are no incidents reports or logs indicating an incident involving shelter staff or police occurred that night. The response also states that the complainant was DOS'd from the site after referred to shelter staff using racial slurs and that the complainant had already been given all of his property.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

- **Client #4**
- **Complaint submitted: 10/19/18**
- **Response received: 11/2/18**
- **Alleged SOC Violations:**
  - **Standard 8:** ...reasonable modifications to shelter policies, practices and procedures...
- The complainant alleged that she submitted reasonable accommodation requests to be transferred to a bed on the 2<sup>nd</sup> floor over two months ago and that she still hasn't been transferred.
- The response states that shelter management have been working with the complainant and that due to the smaller size of the 2<sup>nd</sup> floor and the complainant's need for a lower bunk, it took some time to find an appropriate bed for her. The response also states that she was transferred to the second floor on 10/21/18.

*Satisfied – The complainant indicated that she was satisfied with the response from the site.*

### Sanctuary

- **Client #1, Complaint #1:**
- **Complaint submitted: 10/11/18**
- **Response received: 10/25/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...;
- The complainant alleged that a shelter supervisor accused him of being intoxicated and refused to let him into the shelter.
- The response states that two shelter staff that were present on the day of the incident stated that the complainant was indeed intoxicated and making derogatory comments towards clients and staff, which was why they asked him to leave the facility to cool off.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

- **Client #1, Complaint #2:**
- **Complaint submitted: 10/25/18**
- **Response received: Pending**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...;
  - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant stated that there is a specific kitchen attendant who pushes trash onto the floor whenever he wiped down the tables, so the complainant decided to also push his trash on the floor. The complainant alleges that the attendant got upset when he saw that the complainant was copying him and told him to leave the shelter.

*Open – The site has yet to respond to this complaint*

- **Client #2:**
- **Complaint submitted: 10/11/18**
- **Response received: 10/15/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...;
  - **Standard 9:** Engage a nutritionist who shall develop all meal plans...
- The complainant alleged that shelter staff have been trying to force her into conversations with them when she wants to be left alone. The complainant also alleged that the food served at the site is unhealthy because all dishes are cooked in butter.
- The response denies the allegations that staff have been trying to force the complainant into personal conversations and stated that the complainant has a standing late pass until 2:00 AM and is rarely inside the shelter. The response from the Registered Dietician stated that she reviewed the food preparation procedures and verified that butter is served individually upon request and that milk is prepared according to manufacturer's instructions (1/3 dry milk to 1 cup water).
- **This complaint was forwarded to the Registered Dietician because it contains allegations regarding food preparation.**

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

### United Council

- **Client #1**
- **Complaint submitted: 10/18/18**
- **Response received: 10/29/18**
- **Alleged SOC Violations:**
  - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that he was involved in an argument with a kitchen volunteer who challenged him to a fight outside the shelter.
- The response states that staff were present during the incident and that the kitchen volunteer did ask the complainant to come outside, but did not threaten the complainant. The response also states that management has met with the complainant to address his concerns.
- **This complaint was forwarded to the HSH contract monitor because it contains allegations of threats of violence.**

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

**October Client Complaints by Standard**

<b>Standard of Care</b>	<b>Number of complaints alleging violations of this Standard</b>
Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies...	10
Standard 2: Provide shelter services in an environment that is safe and free from physical violence	2
Standard 3: ...and hire janitorial staff to clean shelters on a daily basis	1
Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act...	1
Standard 9: Engage a nutritionist, who shall develop all meal plans...	1
Standard 15: Provide shelter clients with pest-free, secure property storage inside each shelter	1

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

## October Investigations

The Committee completed five investigations in October for clients who were not satisfied with responses to their complaints. The following section provides an overview of the investigations, including any findings and recommendations:

### Bethel AME

#### **Client #1, Investigation #1:**

**Complaint filed:** 8/14/18

**Response received:** 9/5/18

**Investigation requested:** 10/9/18

**Investigation completed:** 10/24/18

#### **Alleged SOC violations:**

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

**Allegations:** The complainant alleged that a shelter employee yelled at her for violating shelter rules and disregarding staff instructions because she had not finished packing up her property or turned in her sleeping mat even though there was a half hour left before clients are supposed to leave the site. The complainant also alleged that the employee gave her a write-up which was purposely vague and didn't describe how the incident happened.

**Investigation:** Committee staff interviewed the employee who was named in the complaint, who denied yelling at the complainant for not having her property packed before shelter closing hours. Staff stated that on the day of the incident, the complainant woke up, turned on the light and blocked off the aisle by her mat with a shopping cart and other property before going to the restroom. The employee stated that he received several complaints from other clients about not being able to get through the aisle because of the complainant's property. The employee stated that he asked the complainant to move her cart so it wouldn't block the aisle, she refused and began causing a disturbance. The employee stated that the write-up given to the complainant was specifically because she refused to move her cart that was blocking the aisle and for causing a disturbance when staff tried to talk to her about the issue.

**Findings:** The investigation was unable to confirm the complainant's allegations that shelter staff yelled at her and gave her a write-up for not being packed and ready to leave the shelter before closing hours. As a result, no corrective action is recommended at this time.

#### **Client #1, Investigation #2:**

**Complaint filed:** 8/23/18

**Response received:** 9/24/18

**Investigation requested:** 10/9/18

**Investigation completed:** 10/24/18

#### **Alleged SOC violations:**

- **Standard 19:** Provide a minimum of 22 inches between the sides of sleeping units...

**Allegations:** The complainant alleged that there is less than 22 inches of space in between the sleeping mats at Bethel AME

**Investigation:** Committee staff visited the site on 10/24/18 to observe how shelter staff set up sleeping mats for clients and to measure the distance in between each mat.

**Findings:** Committee staff were able to verify that there were at least 22 inches of space in between each of the sleeping mats at Bethel AME. No corrective action is recommended at this time.

**Client #2:**

**Complaint filed:** 9/4/18

**Response received:** 9/5/18

**Investigation requested:** 10/9/18

**Investigation completed:** 10/24/18

**Alleged SOC violations:**

- **Standard 3:** ...and hire janitorial staff to clean shelters on a daily basis...

**Allegations:** The complainant alleged that shelter staff are not cleaning sleeping mats in the mornings before packing them away for storage.

**Investigation:** Committee staff visited the site on 10/24/18 to observe how shelter staff clean up the shelter once clients leave for the day.

**Findings:** Shelter staff reported that they clean the shelter after clients leave the site at 7:00 AM, which includes mopping down the floors and wiping down all sleeping mats with Lysol disinfecting spray and a rag. Shelter staff also reported that after mats are wiped down, they are then stored away for the day. Committee staff could not verify the complainant's allegations that staff are not cleaning sleeping mats before putting them away for storage, as a result no corrective action is recommended at this time.

**Next Door**

**Client #1, Investigation #1:**

**Complaint filed:** 8/22/18

**Response received:** 9/18/18

**Investigation requested:** 10/9/18

**Investigation completed:** 10/24/18

**Alleged SOC violations:**

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

**Allegations:** The complainant alleged that a shelter employee falsely accused her of spraying other clients in the face with Windex. The complainant also alleged that another employee intentionally woke the complainant while she was sleeping to ask her about the spray and that shelter staff forced her to sit in the lobby from 2:00 AM – 4:00 AM instead of letting her sleep in her assigned bed.

**Investigation:** Committee staff reviewed statements provided by staff that were on duty on the night of the incident.

**Findings:** Shelter staff denied the allegation that they accused the complainant of spraying other clients in the face. Staff stated that they had received reports from other clients that the complainant was using the spray to clean the area around her bed, so they asked the complainant to give up the spray. Staff also denied the allegation that they woke up the complainant to ask her about her spray. Lastly, shelter staff reported that they only asked the complainant to sit in the lobby for 30 minutes while they de-escalated the other clients who were upset about the complainant using spray. Staff stated that when they tried to tell the complainant that she could return to her bed after 30 minutes, the complainant responded by telling staff not to talk to her. Committee staff were unable to verify the complainant's allegations, as a result no corrective action is recommended.



**Client #1, Investigation #2:**

**Complaint filed:** 9/19/18

**Response received:** 9/21/18

**Investigation requested:** 9/27/18

**Investigation completed:** 10/31/18

**Alleged SOC violations:**

- **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies...
- **Allegations:** The complainant alleged that a security officer falsely accused her of using a racial slur and demanded that she leave the site. The complainant also alleged that when she refused to leave, shelter staff called the police and made a false report that the complainant was using racial slurs and was getting violent inside the shelter. The complainant states that when the police arrived, shelter staff told the police that they wanted her to leave the site for 10 minutes but kept her outside for several hours.
- **Investigation:** Committee staff reviewed statements provided by staff that were on duty on the night of the incident.
- **Findings:** The shelter supervisor stated that on the night of the incident, the security officer reported that the complainant was refusing to let security staff search her property and was causing a disruption inside the shelter. The shelter supervisor also stated that the security officer told him that the complainant had previously referred to her using a racial slur, not the complainant called her a racial slur that night. The shelter supervisor denied the allegation that he made a false report to the police and stated that he told them the complainant was causing a disturbance inside the shelter, was refusing to let security staff search her property and that he didn't know if she had a weapon or not. The shelter supervisor reported that when the police arrived, he told them that the complainant needed to leave the shelter temporarily due to her disruptive behavior. The supervisor also stated that the complainant was told that she could return to the shelter after one hour, but that the complainant stayed out longer on her own.

**Total Client Complaints FY 2018-2019**

Site	Site Capacity	7/18	8/18	9/18	10/18	Total (FY18-19)
A Woman's Place	11 mats	0	0	0	0	0
A Woman's Place Drop In Center	63 chairs	1	0	1	1	3
Bethel AME	30 mats	5	4	2	1	12
Compass	22 families	0	0	0	0	0
First Friendship	25 families	0	0	0	0	0
Hamilton Emergency	22 families	0	0	1	0	1
Hamilton Family	27 families	1	1	0	0	2
Hospitality House	30 beds/mats	0	0	0	0	0
Interfaith Winter Shelter *seasonal shelter only open during winter months	60-100 mats depending on the site	0	0	0	0	0
Jazzie's Place	24 beds	0	0	0	0	0
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	0	2	3	4	9
MSC South Drop In Center	75 chairs	0	1	0	0	1
Next Door	334 beds	5	2	2	4	13
Providence	110 mats	4	1	0	0	5
Sanctuary	200 beds	3	4	3	3	13
Santa Ana	28 beds	0	0	0	0	0
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
<b>Total</b>	<b>Single adult: 1203 beds/mats Interfaith: 60-100 mats Resource Centers: 256 chairs Family: 106 families</b>	<b>19</b>	<b>15</b>	<b>12</b>	<b>14</b>	<b>60</b>

## October Site Visit Infractions

The Committee completed five unannounced site visits in October 2018. There were no infractions noted on the visit to MSC South Drop In or Hamilton Emergency Shelters, the infractions from the remaining three site visits are listed below:

### A Woman's Place Drop In

Site visit date: 10/11/18

Infractions submitted to site: 10/23/18

Site responded: 10/31/18

#### **SOC Infractions:**

- **Standard 3:** Showers needed additional cleaning; one showerhead needed to be replaced – **Resolved**
- **Standard 8:** Case signage posted in English only, no Spanish signage – **Resolved**
- **Standard 23:** More than one month since last emergency drill – **Resolved**

### Hamilton Family Shelter

Site visit date: 10/9/18

Infractions submitted to site: 11/6/18

Site responded: **Pending**

#### **SOC Infractions:**

- **Standard 8:** ADA liaison information not posted; No signage on where clients can access TTY – **Pending**

### Hospitality House

Site visit date: 10/30/18

Infractions submitted to site: 11/14/18

Site responded: **Pending**

#### **SOC Infractions:**

- **Standard 22:** No bilingual English/Spanish speaking staff on duty – **Pending**

***FY2018-2019 Unannounced Site Visit Tally***

Site	7/18	8/18	9/18	10/18	Total (FY18-19)
A Woman's Place	1	1			2
A Woman's Place Drop In Center		1		1	2
Bethel AME		1			1
Compass					0
First Friendship	1				1
Hamilton Emergency	1			1	2
Hamilton Family	1			1	2
Hospitality House				1	1
Interfaith Winter Shelter					0
Lark Inn	1				1
Mission Neighborhood Resource Ctr.					0
MSC South Shelter	1				1
MSC South Drop In Center	1			1	2
Next Door	1	1			2
Providence			1		1
Sanctuary			1		1
Santa Ana	1				1
Jazzie's Place	1				1
St. Joseph's		1			0
United Council			1		0
<b>Total</b>	<b>10</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>23</b>

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

***FY2018-2019 Announced Site Visit Tally***

Site	7/18	8/18	9/18	10/18	Total FY18- 19
A Woman's Place				1	1
A Woman's Place Drop In Center			1		1
Bethel AME			1		1
Compass				1	1
First Friendship			1		1
Hamilton Emergency			1		1
Hamilton Family			1		1
Hospitality House		1			1
Interfaith Winter Shelter					
Jazzie's Place					
Lark Inn			1		1
Mission Neighborhood Resource Ctr.		1			1
MSC South Shelter			1		1
MSC South Drop In Center					
Next Door					
Providence					
Sanctuary					
Santa Ana					
Santa Marta/Maria					
St. Joseph's		1			1
United Council					
<b>Total</b>	<b>0</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>12</b>

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

**Staff Update and Committee Membership**

**Membership**

The Committee currently has eight members and five vacancies:

**Board of Supervisors:**

Seat 1-Must be homeless or formerly homeless (within 3 years prior to the appointment) living with their homeless child under the age of 18.

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.

**Mayor's Office:**

Seat 1- Must be a member from the Department of Homelessness and Supportive Housing

Seat 2- Must be a member from the Department of Public Health

Seat 3- Must be homeless or formerly homeless who has experience providing direct services to the homeless through a community setting

In addition, all Committee seats are set to expire on December 31, 2018. If you are interested in applying for a seat on the Committee, please contact Howard Chen at 415-255-3653 or email [howard.c.chen@sfdph.org](mailto:howard.c.chen@sfdph.org) for more information.

**Staff Update**

Howard Chen will be out of the office from December 24<sup>th</sup>, 2018 – January 2<sup>nd</sup>, 2019

**FY2018-2019 Meeting Calendar**

- December – No meeting
- January 16
- February 20
- March 20
- April 17
- May 15
- June 19