



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: November 16, 2016
RE: **October 2016 SOC Staff Report**

Standards of Care Staff Report

October Client Complaints

There were a total of ten complaints submitted to the Shelter Monitoring Committee by nine different clients in October 2016. Of those ten client complaints, eight are pending client responses and one has been closed due to No Contact from the client. There was one complaint that received a response that did not satisfy the client, the investigation into this complaint is still 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 conducts an investigation.

Next Door

- **Client #1, Complaint #1:**
- **Complaint submitted: 10/17/16**
- **Response received: 10/25/16**
- The complainant alleged that shelter staff did not step in and de-escalate a situation where another client was behaving aggressively towards her due to both clients disagreeing about usage of an electrical outlet. The complainant alleged that she was blamed for starting the conflict even though she was the one that brought these issues to the attention of staff and it was the other client that was interfering with her attempt to charge her electronics.
- In the response, Next Door stated that they recognized that there was a need for additional electric outlets and that they would be installing additional power strips at Service Coordinator stations so that more clients would be able to charge their electronics at the same time.

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

- **Client #1 Complaint #2:**
- **Complaint submitted: 10/19/16**
- **Response received: 10/25/16**
- The complainant alleged that she had an approved late pass she so could attend classes at night, but that she was after class one evening that her late pass had expired, that she was written up for failing to check in/missing curfew and that her bed had been dropped. The complainant alleged

that her late pass was supposed to cover the period of time until the class ended in December and that she was never given any indication that she would have to renew her late pass.

- In the response, the site stated that shelter management spoke to the complainant and explained that she did not actually have a late pass entered into CHANGES. The site stated that the complainant agreed to submit a copy of her class schedule to the site and that she was granted a late pass. The site also removed the curfew warning apologized in the response for the miscommunication regarding the late pass.

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

- **Client #2**
- **Complaint submitted: 10/20/16**
- **Response received: 10/27/16**
- The complainant alleged that staff are breaking shelter rules by eating at their stations while on duty. The complainant also alleged that shelter staff on the 1st and 3rd floors were sleeping while on duty at nights.
- In the response, the site stated that they reminded all staff that they should not be eating while on duty at staff stations. The site also responded by saying that Supervisors would continue to make rounds to ensure that shelter staff are awake during their shifts.

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

- **Client #3**
- **Complaint submitted: 10/3/16**
- **Response received: 10/5/16**
- The complainant alleged that she had her cell phone stolen while it was charging in the kitchen and that she had her clothes stolen while she was doing her laundry. The complainant alleges that she knows which clients stole her belongings and that shelter staff have not addressed those clients even though they have a history of stealing from other clients.
- In the response, the site stated that they supported the complainant in filing a police report but that they could not break HSH policy by showing security footage to the client. The site also stated that they denied services to one of the clients that stole from the complainant for 90 days but that they were unable to permanently deny services to the client for stealing.

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

- **Client #4:**
- **Complaint submitted: 10/12/16**
- **Response received: 10/18/16**
- The complainant alleged that the meal portions being served at Next Door were too small. The complainant also alleged that there is a client staying on the 2nd floor with two large without muzzles. The complainant stated that she did not feel safe around dogs without muzzles and requested clarification on the dog muzzle policy. The complainant also stated that there is a client who verbally threatens other clients in the shelter who staff are not addressing.
- In the response, the site stated that they reviewed the pet policy with the client with the two dogs, who agreed to keep her dogs leashed and muzzled while they were inside the shelter. The site stated that they also spoke with the other client and that they had not received any complaints about the other client since.

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

- **Client #5:**

- **Complaint submitted: 10/20/16**
- **Response received: 10/27/16**
- The complainant alleged that Next Door is disrespecting clients because they do not allow clients to bring in outside food, but shelter staff are frequently seen eating outside food while on duty.
- In the response, Next Door stated they do not allow food or beverages in the bed area and that shelter staff were right to not let the complainant bring outside food into the shelter. The response also stated that staff should not be eating on the floors and that they reminded all employees of the policy at a Shift Change meeting.

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

- **Client #6:**
- **Complaint submitted:10/7/16**
- **Response received: 10/18/16**
- The complainant states that she is a disabled client that relies on an electric wheelchair. The complainant alleged that shelter staff were not granting her reasonable accommodation requests for bed changes, that she has been banned from using the ADA restroom facilities on the 2nd floor and that shelter staff were extremely rude when she asked them for assistance.
- In the response, Next Door stated that the complainant had been offered two bed changes but that she refused them because they did not meet her specific desire to be against the wall near an electrical outlet. The site also stated that they requested that the complainant use the ADA restrooms on the 4th floor because they are in good working condition.

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

- **Client #7:**
- **Complaint submitted:10/17/16**
- **Response received: 10/25/16**
- The complainant alleged that two other clients go into a fight and that shelter staff did nothing to de-escalate or stop the fight.
- In the response, Next Door stated that the on-duty Service Coordinator witnessed 30 seconds of the altercation before stepping in and de-escalating with verbal techniques. The site also stated that both clients that were involved were denied services for their role, but were offered a hearing to appeal the denials of service.

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

Sanctuary

- **Client #1:**
- **Complaint submitted:10/28/16**
- **Response received: 11/4/16**
- The complainant alleged that there is an insect and worm infestation at the site and that he had contracted illnesses as a result of staying at the site. The complainant also alleged that there were bloodworms inside of the food being served at Sanctuary.
- In the response, Next Door stated that they had met with the complainant in order to address his concerns. The site stated that they discovered that the complainant recently had a bedbug infestation, which was addressed by staff. The site also stated that they requested documentation from a medical provider to support the complainant’s claims but that the complainant refused to do so. The site also stated that the Site Manager and Food Services Manager inspected the

kitchen and dining room but did not find any pests or vermin. The site also stated that they have not received any other complaints from Sanctuary clients that validate the complainant's claims.

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

Santa Marta/Maria

- **Client #1:**
- **Complaint submitted: 9/20/16**
- **Response received: 9/27/16**
- The complainant alleged that he spent one evening sleeping at a friend's house, but when he returned to the site at 5:00 AM shelter staff would not allow him into the site to pick up his medication from his belongings.
- In the response, Santa Ana stated that their policy is to not let anyone into the shelter until lights on, but that they would inform staff to make an exception for the complainant to get his medication.

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	Total (16-17 FY)
A Woman's Place	0	0	1	0	1
A Woman's Place Drop In Center	0	3	1	0	4
Bethel AME	0	0	1	0	1
Compass	0	0	0	0	0
First Friendship Family	0	1	0	0	1
Hamilton Emergency	0	0	0	0	0
Hamilton Family	0	0	0	0	0
Hospitality House	0	2	1	0	3
Interfaith Winter Shelter	0	0	0	0	0
Jazzie's Place	0	0	0	0	0
Lark Inn	0	0	0	0	0
Mission Neighborhood Resource Ctr.	0	0	0	0	0
MSC South Shelter	3	5	1	0	9
MSC Drop In Center	0	2	1	0	3
Next Door	8	9	7	8	32
Providence	0	3	0	0	3
Sanctuary	1	0	0	1	2
Santa Ana	0	0	1	0	1
Santa Marta/Maria	0	1	0	1	2
St. Joseph's	0	0	0	0	0
United Council	0	0	0	0	0
Total	12	26	14	10	62

October Site Visits

The Committee completed a total of four unannounced site visits in the month of October.

Shelter	JULY	AUG	SEPT	OCT	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
Compass	1			1	1	1	2
First Friendship			1		1		1
Hamilton Emergency Shelter	1				1		1
Hamilton Family Shelter	1				1		1
Hospitality House			1		1		1
Interfaith					0		0
Jazzie's Place			1		1		1
Lark Inn			1		1		1
MSC Drop In		1			1		1
MSC Shelter		1			1		1
MNRC		1			1		1
Next Door		1			1		1
Providence		1			1		1
Sanctuary	1			1	1	1	2
Santa Ana			1		1		1
Santa Marta/Santa Maria			1		1		1
St. Joseph's			1		1		1
United Council			1		1		1
		Quarterly Totals			20	4	24
		Assigned Number of Visits			20	21	82
		Percentage of Compliance			100%	19%	29% compliance FY16-17 (July - October only)

October Site Visit Infractions

The Committee completed four site visits in the month of October. There were no Standard of Care infractions noted at Sanctuary but there were infractions noted at the other three sites:

A Woman's Place Shelter

- **Site Visit Date:** 10/26/16
- **Date infractions submitted to site:** 11/10/16
- **Response received:** Pending
- The Committee visited the site once during the reporting period and noted the following SOC infractions:
 - Standard 3: One hand dryer in restroom needed repairs, no toilet paper provided in one bathroom stall – **Pending, repeat infraction from 1st QTR 15-16 site visit**
 - Standard 9: No menu posted in Spanish – **Pending**
 - Standard 10: No vegetarian option available – **Pending**
 - Standard 20: No Language Link or other professional translation service – **Ongoing issue due to lack of funding, repeat infraction from 1st QTR 15-16 site visit**

A Woman's Place Drop In

- **Site Visit Date:** 10/18/16
- **Date infractions submitted to site:** 11/10/16
- **Response received:** Pending
- The Committee visited the site once during the reporting period and noted the following SOC infractions:
 - Standard 3: Two hand sanitizer dispensers in back room broken or empty – **Pending**
 - Standard 8: No reasonable accommodation forms in English or Spanish available – **Pending, repeat infraction from 1st QTR 15-16 site visit**
 - Standard 22: No bilingual staff on duty – **Pending**
 - Standard 26: No tokens – **Ongoing issue due to lack of funding, repeat infraction from 1st QTR 15-16 site visit**

Compass

- **Site Visit Date:** 10/20/16
- **Date infractions submitted to site:** 10/27/16
- **Response received:** 10/25/16
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - Standard 3: Hand sanitizer in kitchen needed to be refilled - **Resolved**

Committee Membership and Staff Update

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.

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

Thanksgiving Holiday – November 24th – 25th

Christmas Holiday – December 26th

2016 Meeting Calendar

December 21