



City and County of San Francisco

# *Shelter Monitoring Committee*

## **July 2015 through June 2016 Annual Report**



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**| Committee Roster |**

***Chair***

Mwangi Mukami

***Vice Chair***

Matthew Steen

***Secretary***

Terezie Bohrer

***Current Members***

Patrina Hall

Anakh Sul Rama

Gavin James

Gary McCoy

Cindy Ward

Charles Morimoto

***July 2015 – June 2016 Members***

Nicholas Kimura (Fmr. Chair, resigned November 2015)

Jonathan Bonato (Fmr. Chair, resigned May 2016)

Michael Kirkland (resigned June 2016)

Kendra Amick (resigned September 2016)

Darcel Jackson (resigned October 2016)



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**| Message from the Chair |**

It gives me distinct pleasure to forward our flagship Annual Report for FY2015/16. This is an important milestone to the work of our Committee and helps us fulfill our mandate of reporting and recommending changes to the Mayor, the Board of Supervisors and the public about the operations of the shelters in regards to the Standards of Care.

I'm indebted to my fellow officers, committee members, and our support staff for their hard work and dedication to our mission. In everything we do, shelter residents remain our primary and paramount consideration. However, we recognize that success is premised on engagement and partnership and we are thankful to our partners for their cooperation and support.

I am delighted by our accomplishments—a reflection of our commitment—to those who we serve. This report provides valuable data on shelter operations and demonstrates, in policy recommendations section, that we can impact our shelter residents positively. Future reports will utilize the benchmarks that are established in this report to highlight whether or not shelter conditions are improving.

We've made significant improvements on our mandated number of site visits this reporting period 96.3% compared to FY14-15 77%. We remain committed to crafting a new era of engagement to accelerate change within our shelter systems, and amplify shelter residents' voices in talking about issues that matters to them.

Warmest regards,  
Mwangi Mukami  
Shelter Monitoring Committee Chair



## | Introduction |

### *Who We Are*

The Shelter Monitoring Committee (The Committee) was established in 2004 to provide the Mayor, the Board of Supervisors, the Local Homeless Coordinating Board, the public and any other appropriate agency with accurate, comprehensive information about the conditions in and operations of shelters as well as City policies in place that affect operations of shelters or their impact on shelter clients. The Committee is also responsible for monitoring shelters and resource centers to ensure that they are complying with the 32 Standards of Care (The Standards), which are a set of shelter operating standards that were adopted by the Board of Supervisors in 2008.

### *What We Do*

The Committee monitors the conditions of shelters and resource centers and their compliance with the Standard of Care by conducting site visits and taking client complaints. The Committee also offers Standard of Care trainings for shelter staff.

### *How We Do It*

#### **Unannounced and announced Site Visits**

Committee members form teams and conduct site visits to all shelters and resource centers. The Committee conducts four unannounced visits per site per year to verify if sites are complying with the Standards of Care. Committee teams note and submit Standard of Care infractions to shelter management, who are given 7 days to investigate and resolve the infractions. In addition, the Committee also makes two announced site visits each year in order to survey shelter clients and to give them the opportunity to discuss shelter conditions with Committee members.

#### **Investigation of Client complaints**

Clients are able to submit complaints regarding their experiences at shelters and resource centers to Committee staff by email, phone or in person. Client complaints must contain allegations of shelters not complying with the Standards of Care. Complaints are submitted to shelter management, who have 7 days to investigate the allegations and respond to the complaint in writing. Clients have 45 days to inform staff whether or not they are satisfied with the site's response before the complaint is closed. Clients who are not satisfied with the site's response can request that Committee staff conduct an independent investigation into their complaint. Committee staff investigates the client's allegations and determines if the site is in compliance with the Standards of Care. Committee staff summarizes their findings and submits them to the client, the site and the Department of Homelessness and Supportive Housing. Committee staff also submits recommendations for corrective action if the investigation determines that the site was not in compliance with the Standards of Care.

#### **Shelter Trainings**

In addition to monitoring the conditions inside shelters and resource centers, the Committee also offers Standard of Care trainings for shelter staff. Committee staff conduct the Standards of Care trainings, which provide an overview of the Standards of Care as well as how the Committee will check the sites to see if they are in compliance with the Standards of Care through site visits and client complaints.



***2015-2016  
Fiscal Year in Review***

***Site Visits***

The Committee was able to complete visits at 79 of 82 assigned sites during the reporting period, or 96.3% of the total mandated site visits for the year.

***Standards of Care Client Complaints***

The Committee received 121 Standard of Care complaints from clients during the 2015-2016 fiscal year. The most frequent allegations received by the Shelter Monitoring Committee in client complaints were staff-related issues (76.9%), followed by health and hygiene issues (9.7%), facilities and access (8.7%) and ADA related issues (4.7%).

26 complaints (21.5%) received responses from sites that satisfied the client. 80 complaints (66.1%) were closed due to No Contact. There were also 15 complaints (12.4%) that received responses from the site that did not satisfy the client and required an investigation by Committee staff. Committee staff found that sites were in compliance with the Standards of Care in 9 of 15 investigations and found that sites were not in compliance in 3 of 15 investigations (20%). There were also 2 investigations where Committee staff could not conclusively determine compliance (13.3%) and 1 investigation (6.7%) where the findings differed depending on each Standard listed in the complaint. Additional information on the investigations conducted this fiscal year can be found on Pages 42-45 of this report.

***Policy Recommendations***

For 2015-2016 fiscal year, the Shelter Monitoring Committee recommended that the Human Services Agency (and the successor agency, the Department of Homelessness and Supportive Housing) adopt the Committee's recommendations for the Domestic Violence/Imminent Danger Policy. These recommendations were the result of a series of discussions between the Shelter Monitoring Committee's Policy Subcommittee, Human Services Agency, the Domestic Violence Consortium, the Department on the Status of Women and Supervisor Katy Tang's office. The new Domestic Violence/Imminent Danger Policy implemented by HSH is included in Appendix B of this report (Pages 50-52).

***Trainings***

For the 2015-2016 fiscal year, Committee staff completed Standard of Care trainings for staff at 15 out of 21 sites. Additional information on which sites received which trainings can be found on the "Trainings" section of this report on Page 45.

**CITY AND COUNTY SAN FRANCISCO  
SHELTER MONITORING COMMITTEE**



**Site Visits**

The Committee was able to complete 79 of 82 site visits, or 96.3% of the total mandated site visits for the 15-16 fiscal year. The Committee was unable to complete site visits due to changes in the composition of the Committee at Interfaith Winter Shelter, Next Door and Santa Ana in the 2<sup>nd</sup> Quarter. The Committee was able to make up the missed site visit at Santa Ana by conducting two visits in Quarter 3.

**Table I: Site Visit Tally FY 2015-2016**

<b>Shelter and Resource Center</b>	<b>Number of Visits 1<sup>st</sup> QTR July – Sep.</b>	<b>Number of Visits 2nd QTR Oct. – Dec.</b>	<b>Number of Visits 3<sup>rd</sup> QTR Jan. - March</b>	<b>Number of Visits 4<sup>th</sup> QTR April – June</b>	<b>Total FY2015-2016</b>
A Woman’s Place	1	0	1	1	3
AWPDI	1	1	1	1	4
Bethel AME	1	1	1	1	4
Compass	1	1	1	1	4
First Friendship	1	1	1	1	4
Hamilton Emergency Shelter	1	1	1	1	4
Hamilton Family Shelter	1	1	1	1	4
Hospitality House	1	1	1	1	4
Interfaith*	0	0	1	0	1
Jazzie’s Place	1	1	1	1	4
Lark Inn	1	1	1	1	4
MSC South Drop In	1	1	1	1	4
MSC South Shelter	1	1	1	1	4
MNRC	1	1	1	1	4
Next Door	1	0	1	1	3
Providence	1	1	1	1	4
Sanctuary	1	1	1	1	4
Santa Ana	1	0	2	1	4
Santa Marta/Santa Maria	1	1	1	1	4
St. Joseph’s	1	1	1	1	4
United Council	1	1	1	1	4
<b>Total</b>	<b>20</b>	<b>17</b>	<b>22</b>	<b>20</b>	<b>79</b>
<b>Assigned Number of Visits</b>	<b>20</b>	<b>21</b>	<b>21</b>	<b>20</b>	<b>82</b>
<b>Percentage of Compliance</b>	<b>100%</b>	<b>81.0%</b>	<b>105%</b>	<b>100%</b>	<b>96.3%</b>

(Note: Interfaith is a seasonal shelter that operates from November through February)



**Site Visit Infractions**

Table II provides a breakdown of the number of Standard of Care infractions that were noted at each site on each of the four unannounced site visits, the average number of infractions that were noted per visit and any infractions that were noted on multiple visits. Standards 3, 8, 9, 12 and 21 received the most citations for non-compliance during site visits. Chart I on the following page provides additional information on these Standards were cited as well as the reasons why sites were not complying with them.

**Table II: Site Visit Infractions by Site**

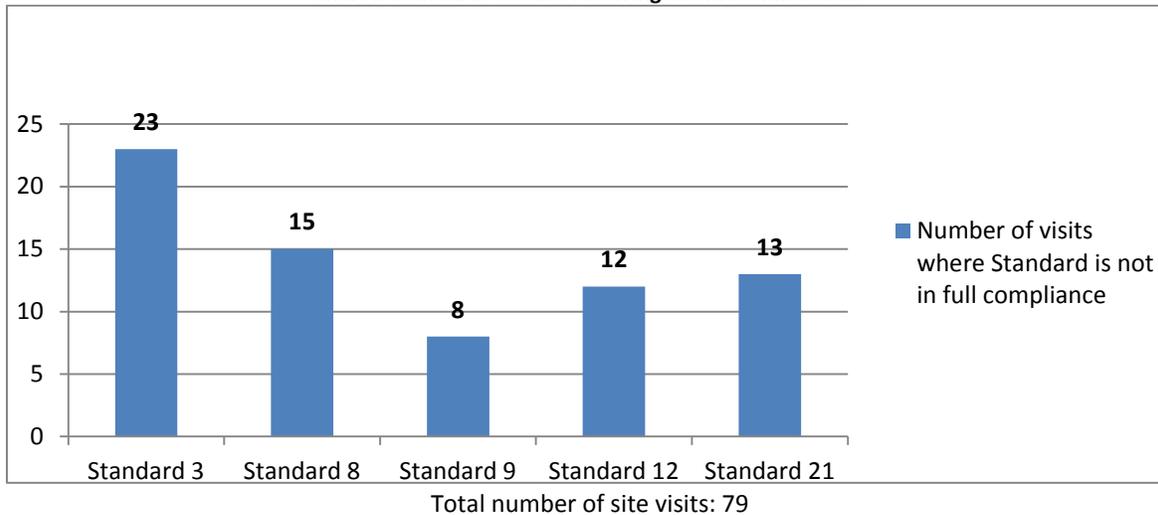
<b>Site Name</b>	<b>1<sup>st</sup> QTR July-Sept.</b>	<b>2<sup>nd</sup> QTR Oct. – Dec.</b>	<b>3<sup>rd</sup> QTR Jan. - March</b>	<b>4<sup>th</sup> QTR April - June</b>	<b>Average No. of infr*</b>	<b>Repeated SOC Infractions</b>
A Woman’s Place Shelter	11	0	4	10	8.33	3, 6, 8, 20, 21, 25
A Woman’s Place Drop In	8	8	6	4	6.50	8, 18, 21, 22, 26
Bethel AME	4	4	2	2	3.0	12, 18
Compass Family Shelter	0	0	1	0	0.25	0
First Friendship	7	6	4	3	5.0	12, 21
Hamilton Family Shelter	0	0	1	3	1.0	0
Hamilton Emergency Shelter	0	2	3	1	1.50	3
Hospitality House	0	6	1	5	3.0	8, 9, 10
Interfaith Emergency Winter Shelter	0	0	1	0	1.0	0
Jazzie’s Place	0	2	2	0	1.0	8
Lark Inn	3	8	8	2	5.25	3, 8, 9, 17, 25
Mission Neighborhood Resource Center	1	0	0	0	0.25	0
MSC South Drop-In	2	10	4	1	4.25	3, 8, 23
MSC South Shelter	0	2	1	0	0.75	0
Next Door	2	0	2	0	1.0	0
Providence Emergency and Providence Family Shelter	4	2	3	0	2.25	3, 12
Sanctuary	1	0	3	0	1.0	0
Santa Ana	1	0	2	2	1.25	0
Santa Marta/Maria	0	8	3	0	3.25	9, 23
St. Joseph’s	0	0	0	1	0.25	0
United Council	5	1	7	3	4.0	3, 6, 21, 22, 26

(\*Average number of Infractions noted)



### Explanation of Infractions

Chart I: Standards of Care receiving the most infractions



#### Standard 3: Lack of hygiene kits

The Committee noted Standard 3 infractions at 29.1% of all site visits conducted by the Committee this past fiscal year. The most commonly noted reasons why sites were not in compliance of Standard 3 were that bathroom facilities were out of soap, hand sanitizer, toilet paper or needed additional cleaning at the time of the visit.

#### Standard 8: Lack of ADA access

The Committee noted Standard 8 infractions at 18.9% of all site visits conducted by the Committee this past fiscal year. The most frequent reasons why sites were cited for non-compliance with Standard 8 were because reasonable accommodation forms were not available in English and Spanish as well as sites not posting signage noting the on-duty ADA liaison.

#### Standard 9: Menus not posted in English and Spanish

The Committee noted Standard 9 infractions at 10.1% of all site visits conducted by the Committee this past fiscal year. As a result, Standard 9 was the fifth most frequently cited non-compliant Standard during site visits. All sites that were cited for not complying with Standard 9 did not having menus posted in English and Spanish.

#### Standard 12: Insufficient bedding and linens

The Committee noted Standard 12 infractions at 15.2% of all site visits conducted by the Committee this past fiscal year. Site were cited for not complying with Standard 12 if they did not provide two sheets, one blanket, one pillow and one pillowcase to clients.

#### Standard 21: No Language Link or other professional translation service available

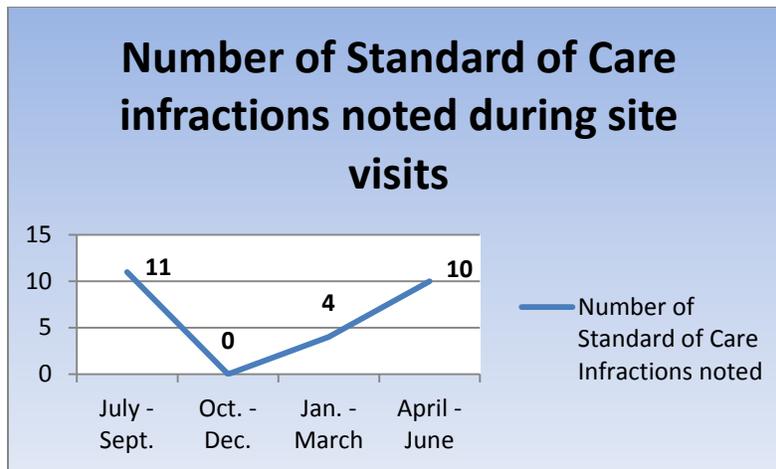
The Committee noted Standard 21 infractions at 16.5% of all site visits conducted by the Committee this past fiscal year. Sites were cited for not complying with Standard 21 if they did not have Language Link or another professional translation service.



**Site Visit Infractions: Full List**

The following pages contain descriptions of the site infractions that were noted by Committee teams during visits to individual sites during the 15-16 fiscal year as well as any infractions that were noted on more than one visit:

**A Woman’s Place**



\*Note: No site visit conducted in Quarter 2

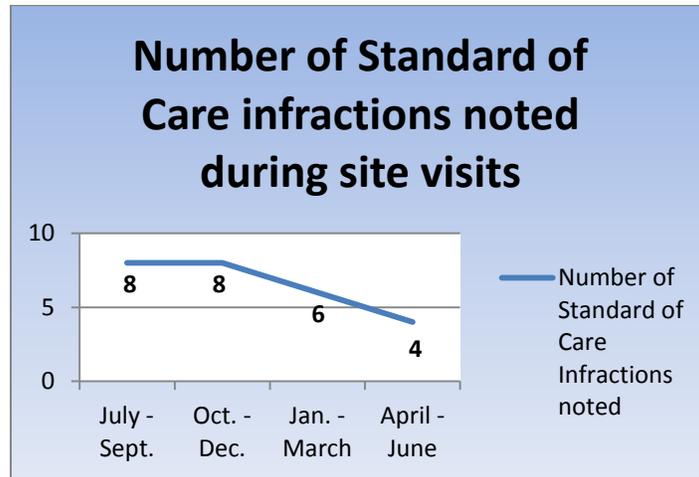
**Average number of SOC infractions noted per site visit: 8.33**

**Repeat infractions:**

- **Standard 3:** Cited for infractions in Quarter 1, Quarter 3 and Quarter 4
  - Reason for citation: Paper towels and toilet paper not provided in all restrooms (QTR 1, QTR 4); Empty hand sanitizer dispensers throughout facility (QTR 1, QTR 3, QTR 4)
- **Standard 6:** Cited for infractions in Quarter 1 and Quarter 3
  - Reason for citation: No Automatic External Defibrillator (AED) on-site (QTR 1, QTR 3)
- **Standard 8:** Cited for infractions in Quarter 1 and Quarter 4
  - Reason for citation: Reasonable accommodation forms not available in English and Spanish (QTR 1, QTR 4)
- **Standard 20:** Cited for infractions in Quarter 1 and Quarter 3
  - Reason for citation: Not all city and shelter materials printed in English and Spanish (QTR 1, QTR 3)
- **Standard 21:** Cited for infractions in Quarter 1, Quarter 3 and Quarter 4
  - Reason for citation: No Language Link or professional translation service available (QTR 1, QTR 3, QTR 4)
- **Standard 25:** Cited for infractions in Quarter 1, Quarter 3 and Quarter 4
  - Reason for citation: Identification badges not worn by all staff (QTR 1, QTR 3, QTR 4)



*A Woman's Place Drop In*



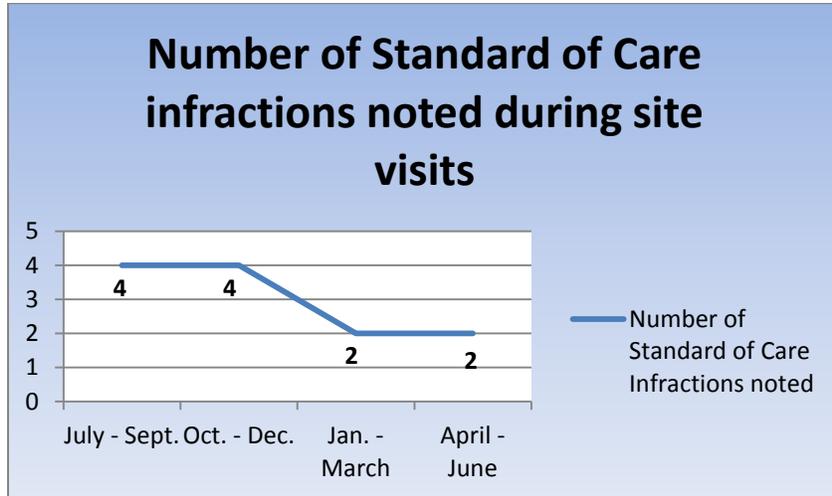
**Average number of SOC infractions noted per site visit: 6.50**

**Repeat infractions:**

- **Standard 8:** Cited for infractions in Quarter 1, Quarter 2 and Quarter 3
  - Reason for citation: No ADA signage posted in English and Spanish (QTR 2); No on-duty ADA liaison (QTR 1); No signage on where clients can access laundry services (QTR 3)
- **Standard 18:** Cited for infractions in Quarter 1 and Quarter 2
  - Reason for citation: No TTY machine or signage stating where clients can access TTY (QTR 1, QTR 2)
- **Standard 21:** Cited for infractions in Quarter 1, Quarter 2, Quarter 3 and Quarter 4
  - Reason for citation: No Language Link or other professional translation service available (QTR 1, QTR 2, QTR 3, QTR 4)
- **Standard 22:** Cited for infractions in Quarter 1, Quarter 2 and Quarter 4
  - Reason for citation: No bilingual English/Spanish speaking staff on-duty (QTR 1, QTR 2, QTR 4)
- **Standard 26:** Cited for infractions in Quarter 1, Quarter 3 and Quarter 4
  - Reason for citation: No ADA-compliant transportation services available for clients (QTR 1, QTR3, QTR 4)



Bethel AME

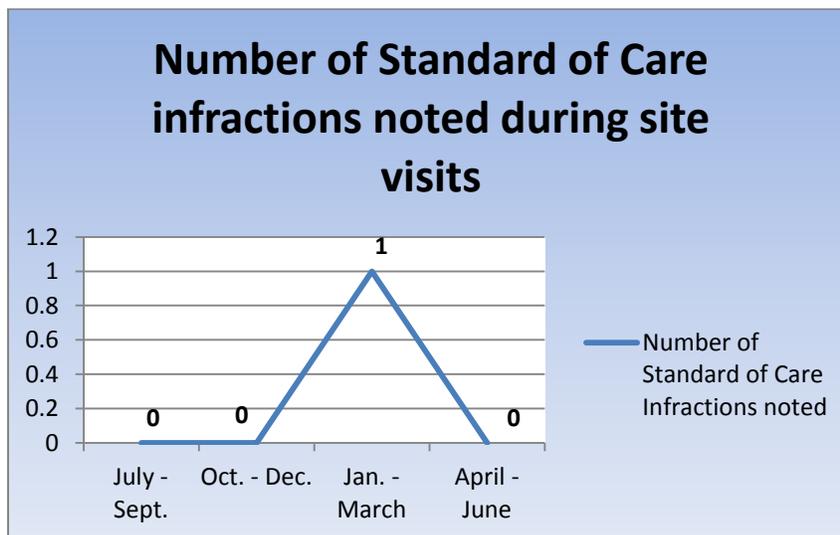


**Average number of SOC infractions noted per site visit: 3.0**

**Repeat infractions:**

- **Standard 12:** Cited for infractions in Quarter 1, Quarter 2, Quarter 3 and Quarter 4
  - Reason for citation: No bed sheets available for clients (QTR 1, QTR 2, QTR 3, QTR 4) – **Ongoing due to laundering issues**
- **Standard 18:** Cited for infractions in Quarter 1 and Quarter 2
  - Reason for citation: No TTY machine or signage stating where clients can access TTY (QTR 1, QTR 2)

Compass Family Shelter



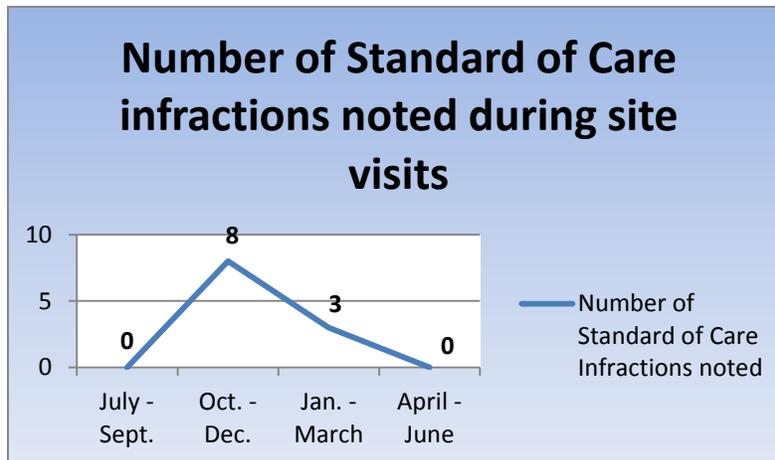


Average number of SOC infractions noted per site visit: 0.25

Repeat infractions:

- N/A, no Standards were cited more than once for non-compliance during site visits to Compass this year

Dolores Street Community Services- Santa Marta/Maria

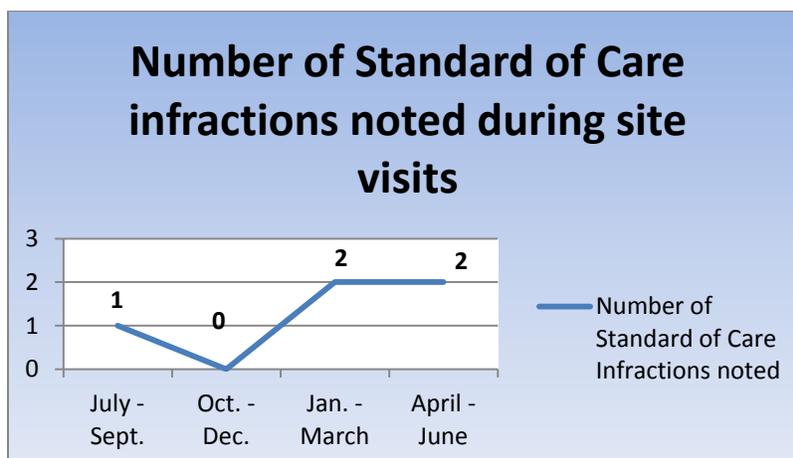


Average number of SOC infractions noted per site visit: 3.25

Most frequently cited non-compliant Standards:

- **Standard 9:** Cited for infractions in Quarter 2 and Quarter 3
  - Reason for citation: Menus not posted in English and Spanish (Q2, Q3)
- **Standard 23:** Cited for infractions in Quarter 2 and Quarter 3
  - Reason for citation: Emergency drills not held every 30 days (Q3); No Emergency Disaster Plan posted (Q2)

Dolores Street Community Services-Santa Ana



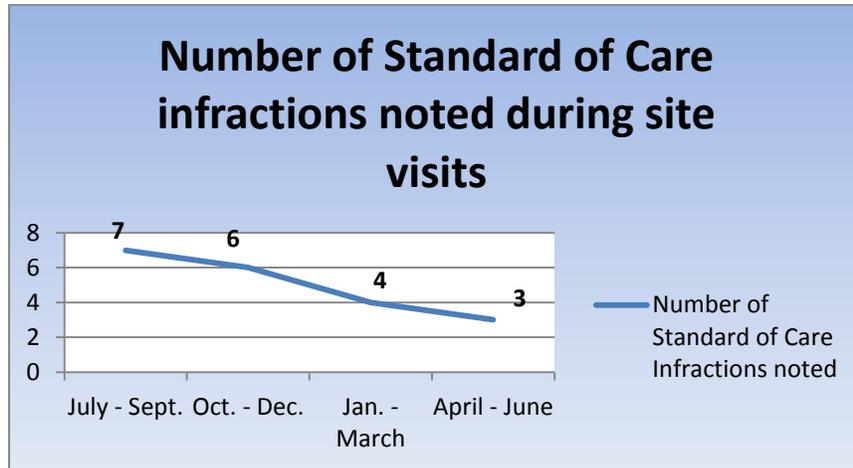


Average number of SOC infractions noted per site visit: 1.25

**Repeat Infractions:**

- N/A, no Standard was cited more than once for non-compliance

**First Friendship Emergency Family Shelter**

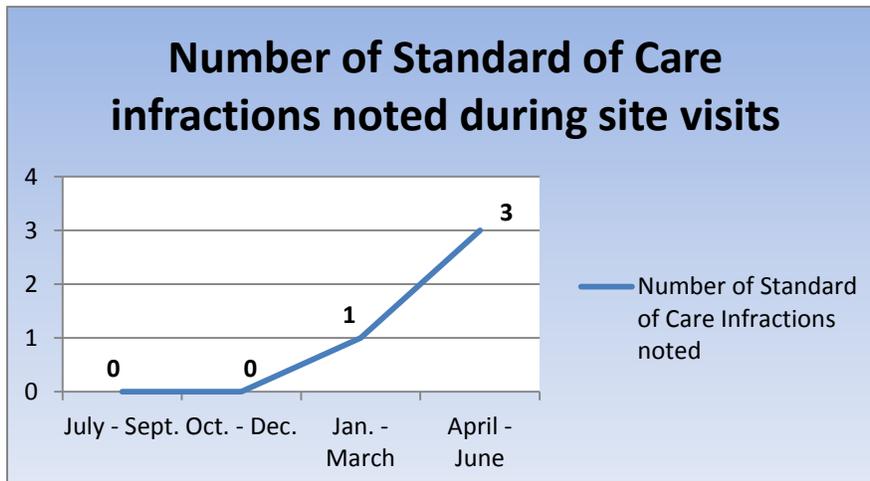


Average number of SOC infractions noted per site visit: 5.0

**Repeat infractions:**

- **Standard 12:** Cited for infractions in Quarter 1, Quarter 2, Quarter 3 and Quarter 4
  - Reason for citation: No bed sheets (QTR 1, QTR 2, QTR 3, QTR 4) – Ongoing issue related to laundering of sheets at emergency shelters
- **Standard 21:** Cited for infractions in Quarter 1, Quarter 2 and Quarter 3
  - Reason for citation: No Language Link or other professional translation services available (QTR 1, QTR 2, QTR 3)

**Hamilton Family Shelter**



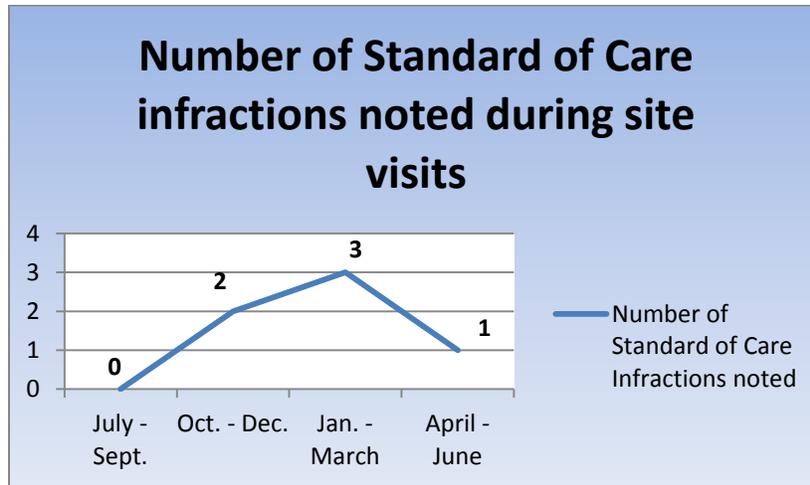


Average number of SOC infractions noted per site visit: 1.0

**Repeat infractions:**

- N/A, no Standards were cited more than once for non-compliance during site visits to Hamilton Family Shelter this year

**Hamilton Emergency Shelter**

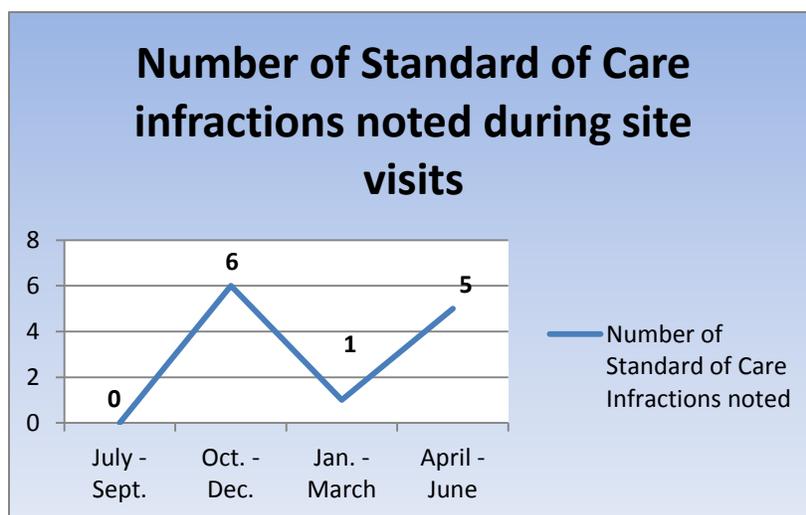


Average number of SOC infractions noted per site visit: 1.50

**Repeat Infractions:**

- **Standard 3:** Cited for infractions in Quarter 2, Quarter 3 and Quarter 4
  - Restroom needed to be cleaned (QTR 2, QTR 3); Hand sanitizer dispensers needed to be refilled (QTR 4)

**Hospitality House**





**CITY AND COUNTY SAN FRANCISCO  
SHELTER MONITORING COMMITTEE**

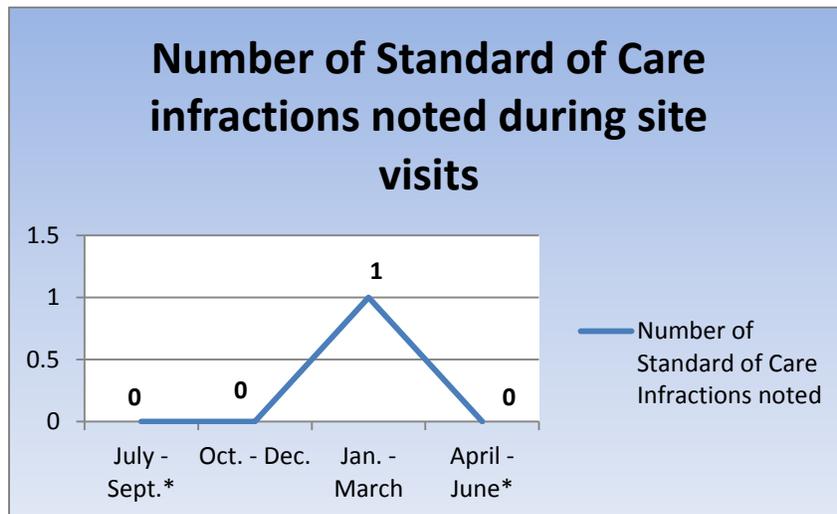
**Average number of SOC infractions noted per site visit: 3.0**

**Repeat Infractions:**

- **Standard 8:** Cited for infractions in Quarter 2 and Quarter 4
  - Reason for citation: No signage posted with check in/check out times (QTR 2, QTR 4)
- **Standard 9:** Cited for infractions in Quarter 2 and Quarter 4
  - Reason for citation: No menus posted in Spanish (QTR 2, QTR 4)
- **Standard 10:** Cited for infractions in Quarter 2 and Quarter 4
  - Reason for citation: No vegetarian meal option (QTR 2, QTR 4)

**Interfaith Emergency Winter Shelters**

Every year from Thanksgiving through February, several San Francisco churches make their facilities available for shelter on a rotating basis. These facilities are collectively referred to as the Interfaith Winter Shelter. These facilities are collaboratively operated and supported by Episcopal Community Services, the San Francisco Interfaith Council and the Department of Homelessness and Supportive Housing (formerly Human Services Agency) in order to augment existing shelter opportunities during the coldest months of the year. The Interfaith Winter Shelter is hosted by four congregations from November through February of each year: St. Boniface Parish, St. Mark’s Lutheran Church, St. Mary’s Cathedral and First Unitarian Universalist Church.



\*Please note: Interfaith Winter Shelter was closed in Quarter 1 and Quarter 4 of this past year. The Committee did not visit the site in Quarter 2 of last year.

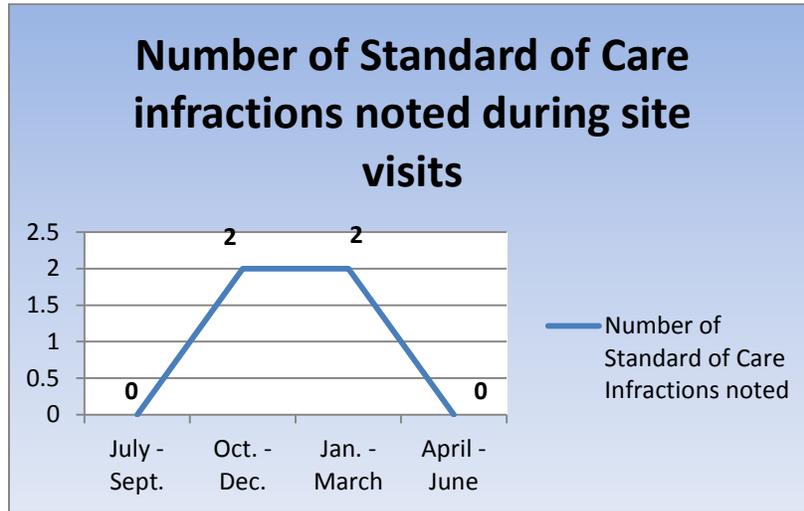
**Average number of SOC infractions noted per site visit: 1.0**

**Repeat Infractions:**

- N/A, no Standards were cited more than once for non-compliance during site visits this year

**Jazzie’s Place**

Jazzie’s Place was visited four total times during the 15-16 fiscal year. The following chart shows the number of Standard of Care infractions that were noted on each visit to First Friendship this year:

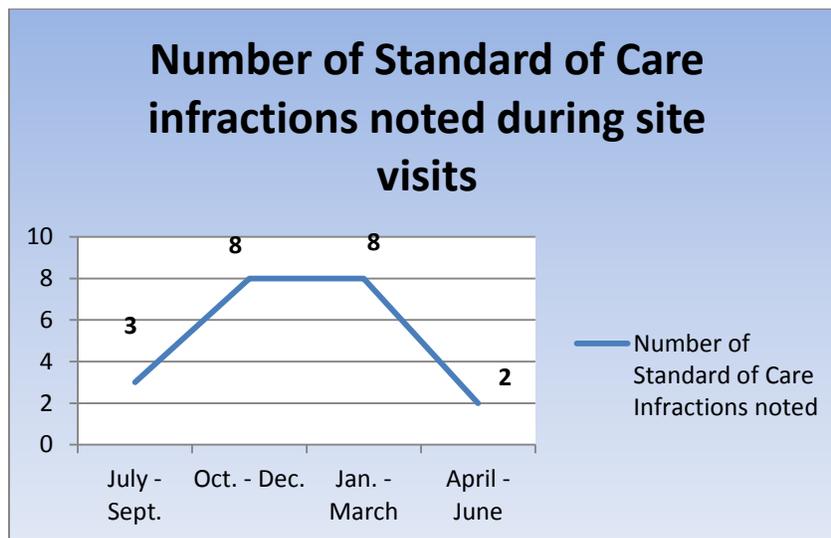


**Average number of SOC infractions noted per site visit: 1**

**Repeat Infractions:**

- **Standard 8:** Cited for infractions in Quarter 2 and Quarter 3
  - Reason for citation: No TTY machines or signage posted with information on where clients can access TTY machines (QTR 2, QTR 3)

**Lark Inn**



**Average number of SOC infractions noted per site visit: 5.25**

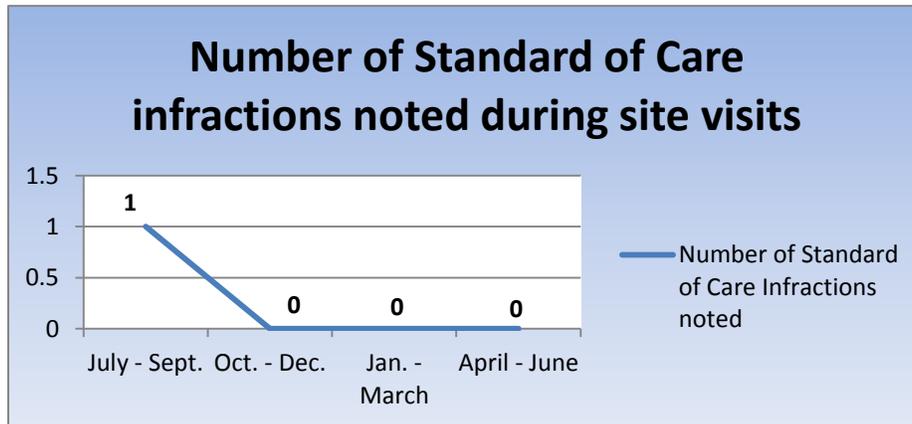
**Repeat Infractions:**

- **Standard 3:** Cited for infractions in Quarter 1, Quarter 2 and Quarter 3
  - Reason for citation: Bathroom needed cleaning (QTR 1, QTR 2, QTR 3); ADA shower head broken (QTR 2, QTR 3); No soap or hand sanitizer in restroom (QTR 1); Dirty vents (QTR 2); Broken toilet needed to be repaired (QTR 3)
- **Standard 8:** Cited for infractions in Quarter 2, Quarter 3 and Quarter 4



- Reason for citation: No signage posted with information about case management availability and accessibility (QTR 2, QTR 3, QTR 4)
- **Standard 9:** Cited for infractions in Quarter 2 and Quarter 3
  - Reason for citation: Menus not posted in English and Spanish (QTR 2, QTR 3)
- **Standard 17:** Cited for infractions in Quarter 2 and Quarter 3
  - Reason for citation: No signage posted in common areas noting the status of maintenance problems and the status of repairs (QTR 2, QTR 3)
- **Standard 25:** Cited for infractions in Quarter 2 and Quarter 3
  - Reason for citation: Identification badges not worn by all staff (QTR 2, QTR 3)

**Mission Neighborhood Resource Center**

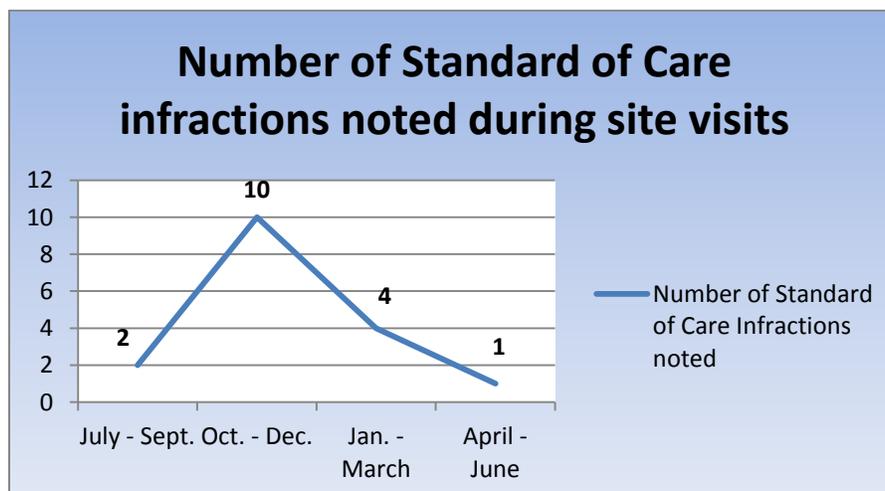


**Average number of SOC infractions noted per site visit: 0.25**

**Repeat Infractions:**

- N/A, no Standard was cited more than once for non-compliance during site visits to Mission Neighborhood Resource Center this fiscal year

**MSC South Drop-In**



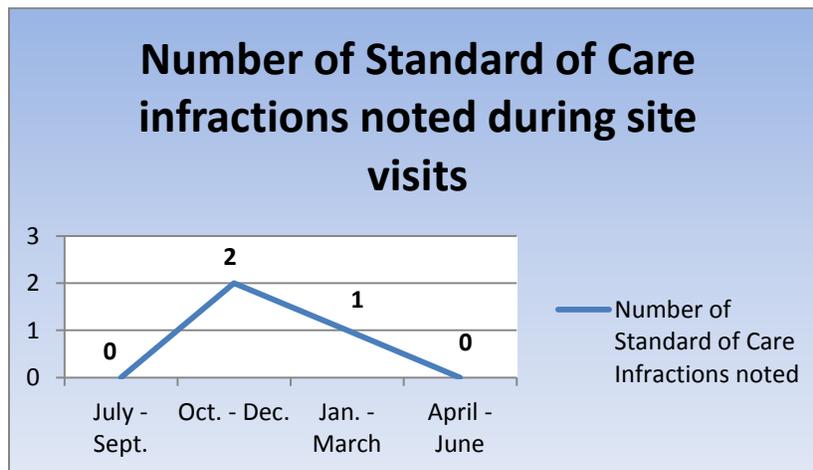


Average number of SOC infractions noted per site visit: 4.25

**Repeat Infractions:**

- **Standard 3:** Cited for infractions in Quarter 2 and Quarter 4
  - Reason for citation: Bathroom needed cleaning (QTR 2, QTR 4); No soap or hand sanitizer in restroom (QTR 2)
- **Standard 8:** Cited for infractions in Quarter 1, Quarter 2 and Quarter 3
  - Reason for citation: No signage posted with information about check in-check out times, hours of operation, case management availability and accessibility and shower times (QTR 1, QTR 2, QTR 3); No reasonable accommodation forms available in English and Spanish (QTR 2)
- **Standard 23:** Cited for infractions in Quarter 1 and Quarter 2
  - No Emergency Disaster Plan posted (QTR 1); Emergency drills not practiced monthly (QTR 2)

**MSC South Shelter**



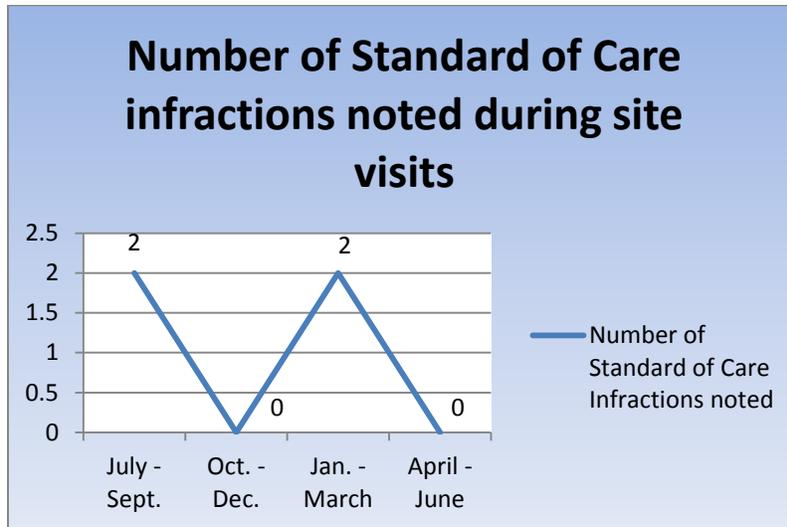
Average number of SOC infractions noted per site visit: 0.75

**Repeat Infractions:**

- N/A, no Standard was cited more than once for non-compliance during site visits this fiscal year



Next Door



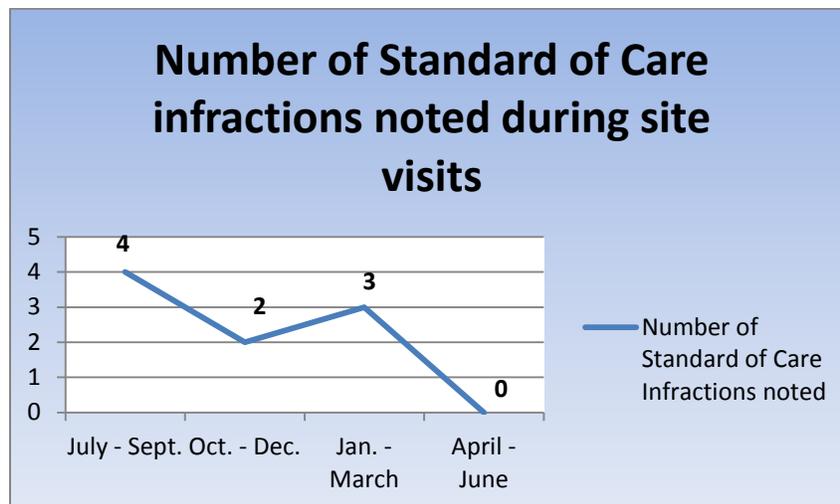
\*No site visit conducted at Next Door in Quarter 2

**Average number of SOC infractions noted per site visit: 1.0**

**Most frequently cited non-compliant Standards:**

- N/A, no Standard was cited more than once for non-compliance during site visits this fiscal year

Providence Emergency and Providence Family Shelter



**Average number of SOC infractions noted per site visit: 2.25**

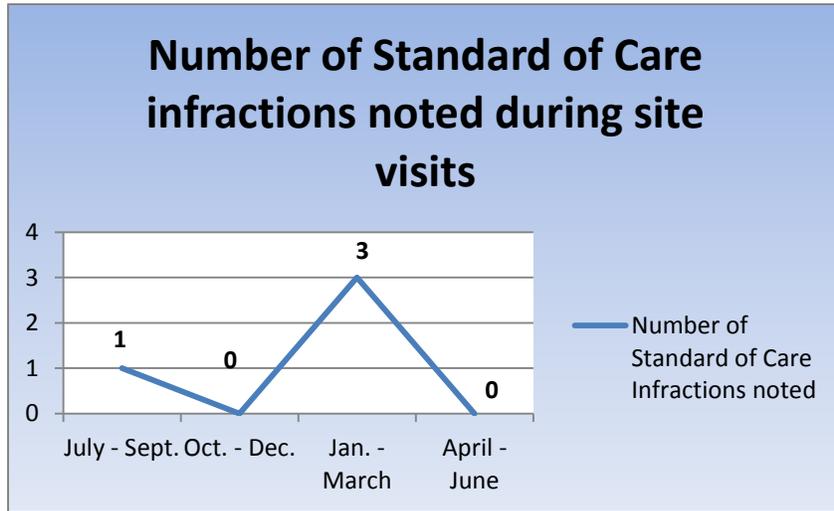
**Most frequently cited non-compliant Standards:**

- **Standard 3:** Cited for infractions in Quarter 1, Quarter 2 and Quarter 3
  - Hand sanitizer dispensers needed to be refilled (Q1,Q2); Men’s restroom needed additional cleaning (Q3)



- **Standard 12:** Cited for infractions in Quarter 1 and Quarter 2
  - Clients not provided with two bedsheets (Q1, Q2)

**Sanctuary**

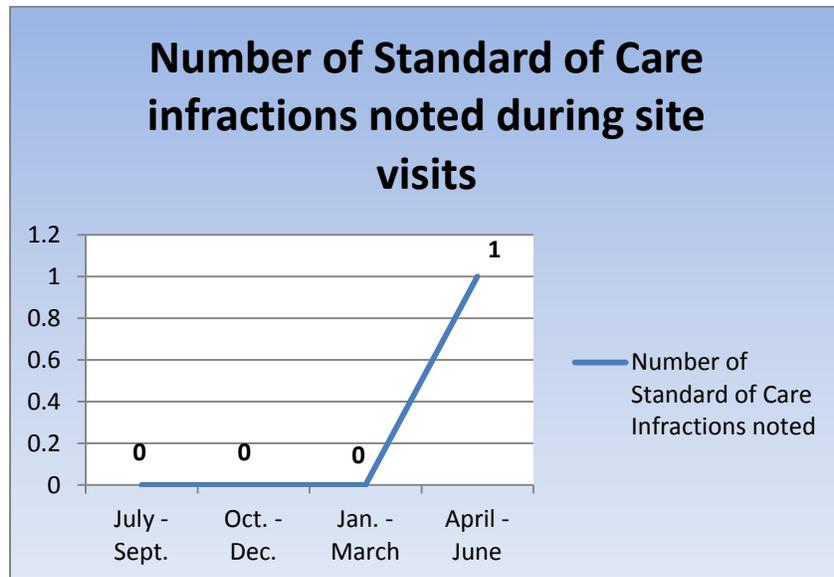


**Average number of SOC infractions noted per site visit: 1.0**

**Most frequently cited non-compliant Standards:**

- N/A, no Standard was cited more than once for non-compliance

**St. Joseph's Family Shelter**



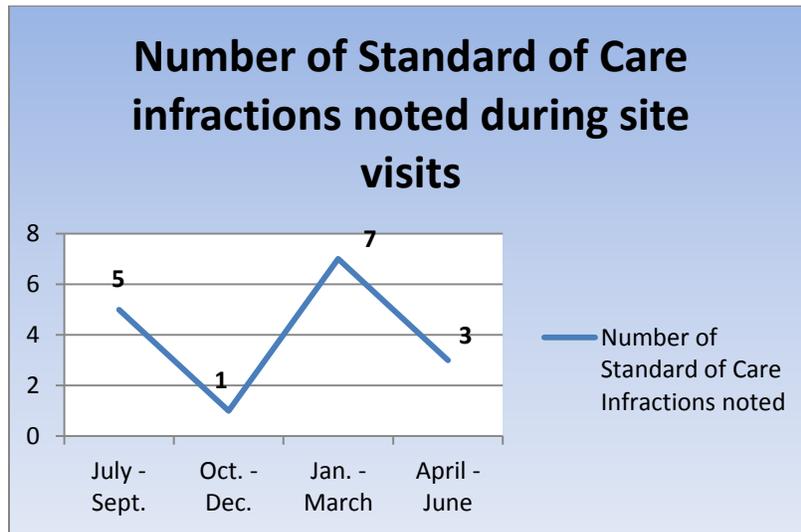
**Average number of SOC infractions noted per site visit: 0.25**

**Most frequently cited non-compliant Standards:**



- N/A, no Standard was cited more than once for non-compliance

United Council – Mother Brown’s



**Average number of SOC infractions noted per site visit: 4.0**

**Most frequently cited non-compliant Standards:**

- **Standard 3:** Cited for infractions in Quarter 2, Quarter 3 and Quarter 4
  - No toilet paper in restrooms (QTR 2, QTR 3, QTR 4); No hand dryer or paper towels in restrooms (QTR 2, QTR 3, QTR 4); No soap or hand sanitizer in restrooms (QTR 2, QTR 3); Hand sanitizer dispensers throughout the shelter needed refilling (QTR 2)
- **Standard 6:** Cited for infractions in Quarter 3 and Quarter 4
  - AED battery needed to be replaced (QTR 4); No CPR mask available (QTR 3)
- **Standard 21:** Cited for infractions in Quarter 2 and Quarter 3
  - No Language Link or other professional translation service available (QTR 2, QTR 3)
- **Standard 22:** Cited for infractions in Quarter 2 and Quarter 3
  - No bi-lingual English/Spanish speaking staff on duty (QTR 2, QTR 3)
- **Standard 26:** Cited for infractions in Quarter 2 and Quarter 3
  - No MUNI tokens available for clients (QTR 2, QTR 3)



**Standards of Care Complaints**

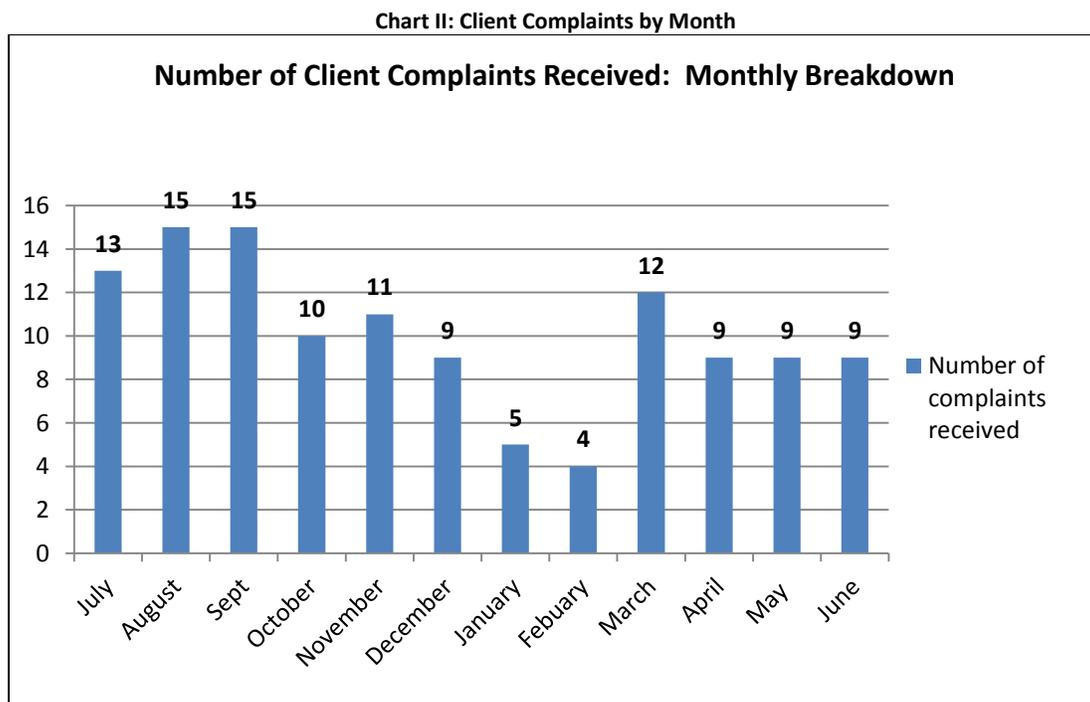
There were 121 Standard of Care complaints filed by clients from July 1 to June 30, 2016. The table below provides a breakdown of the number of complaints per site and the status of the complaints themselves. A complaint can include allegations of non-compliance for one Standard or multiple Standards. In addition, each complaint can contain multiple allegations of violations of the same Standard of Care. For example, a client alleged the staff did not have their identification (Standard 25), a lack of soap (Standard 3), a lack of paper towels (Standard 3) and lack of a pillow (Standard 12). The Standards of Care complaints fall into three areas of compliance that are depicted in Table III on Page 24 below:

There are three status categories for complaints:

**Closed** – Indicates that the client who initiated the complaint agrees with the site’s response.

**Investigated** – Indicates that the client who initiated the complaint did not agree with the site’s response. Responses that are not satisfactory for the client are investigated by the Committee. The Committee’s investigation reports are provided to the client, HSH and shelter management.

**No Contact** – Indicates that the contact information the client provided at the time of the initial complaint is no longer valid or the client did not have contact information when making the initial complaint and has not returned within the 45-day requirement to review the site’s response.



Total Complaints: 121



Table III: Standard of Care Complaints Tally Per Site for FY 2015-2016

Site	# of Complainants	# of Complaints filed	Status of Complaints
A Woman's Place	2	2	Closed (2)
A Woman's Place Drop In	5	6	Closed (1) No Contact (5)
Bethel AME	9	10	Closed (5) No Contact (5)
Compass	3	3	No Contact (3)
First Friendship	4	4	No Contact (4)
Hamilton Emergency Shelter	3	3	No Contact (3)
Hamilton Family Shelter	0	0	N/A
Hospitality House	0	0	N/A
Interfaith*	1	2	Closed (1) No Contact (1)
Jazzie's Place	3	3	No Contact (2) Investigated (1)
Lark Inn	0	0	N/A
MSC South Drop In	9	15	Closed (3) No Contact (8) Investigated (4)
MSC South Shelter	18	21	Closed (6) No Contact (14) Investigated (1)
MNRC	1	1	Investigated (1)
Next Door	17	29	Closed (8) No Contact (15) Investigated (6)
Providence	7	7	No Contact (7)
Sanctuary	10	11	No Contact (9) Investigated (2)
Santa Ana	2	2	Closed (1) No Contact (1)
Santa Marta/Santa Maria	1	1	No Contact (1)
St. Joseph's	0	0	N/A
United Council	1	1	No Contact (1)
<b>Totals</b>	<b>96</b>	<b>121</b>	<b>Closed (26) No Contact (80) Investigated (15)</b>

(\*Interfaith is a seasonal shelter that operates from November through February)

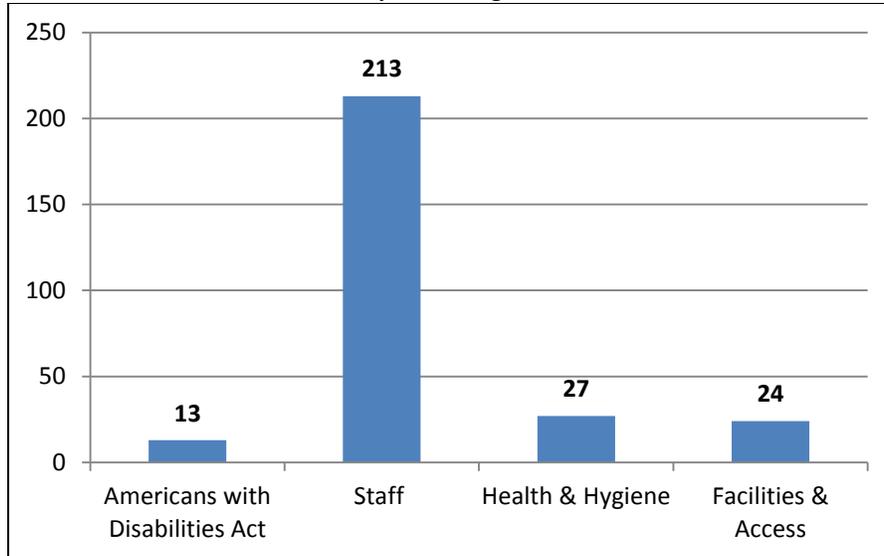


Table IV: Client complaint breakdown by Standard of Care

Standard	Category	# of complaints involving this Standard	% of complaints involving this Standard
1	Staff	95	78.5%
2	Staff	41	33.9%
3	Health	8	6.6%
4	Health	0	0
5	Health	0	0
6	Health	0	0
7	Health	1	0.8%
8	ADA	9	7.4%
9	Health	2	1.7%
10	Health	1	0.8%
11	Health	1	0.8%
12	Facility	1	0.8%
13	Health	8	6.6%
14	Facility	1	0.8%
15	Facility	8	6.6%
16	Facility	3	2.5%
17	Facility	4	3.3%
18	Facility	0	0
19	Health	2	0
20	Facility	0	0
21	Facility	0	0
22	Facility	0	0
23	Facility	0	0
24	Facility	1	0.8%
25	Staff	3	2.5%
26	Facility	1	0.8%
27	Facility	0	0
28	Facility	1	0.8%
29	Facility	0	0
30	Health	0	0
31	Staff	0	0
32	Facility	0	0



**Chart III: Standard of Care Complaint Alleged Violation Breakdown, FY15-16**



Total allegations: 277

Chart II, the *Standard of Care Complaint FY15-16*, provides an overview of the type of complaints that were filed with the Committee. Client complaints fall into four categories:

***Staff***

The staff category refers to four Standards [1, 2, 25 & 31] that focus on how the client is treated at the site and by staff, including how staff identifies themselves through the use of photo identification or name tags and the amount of training they have received.

***Americans with Disabilities Act (ADA)***

The ADA category refers to Standard 8 and the majority of complaints in this category focus on either a lack of or a denial of access through an accommodation request or a facility problem.

***Health & Hygiene***

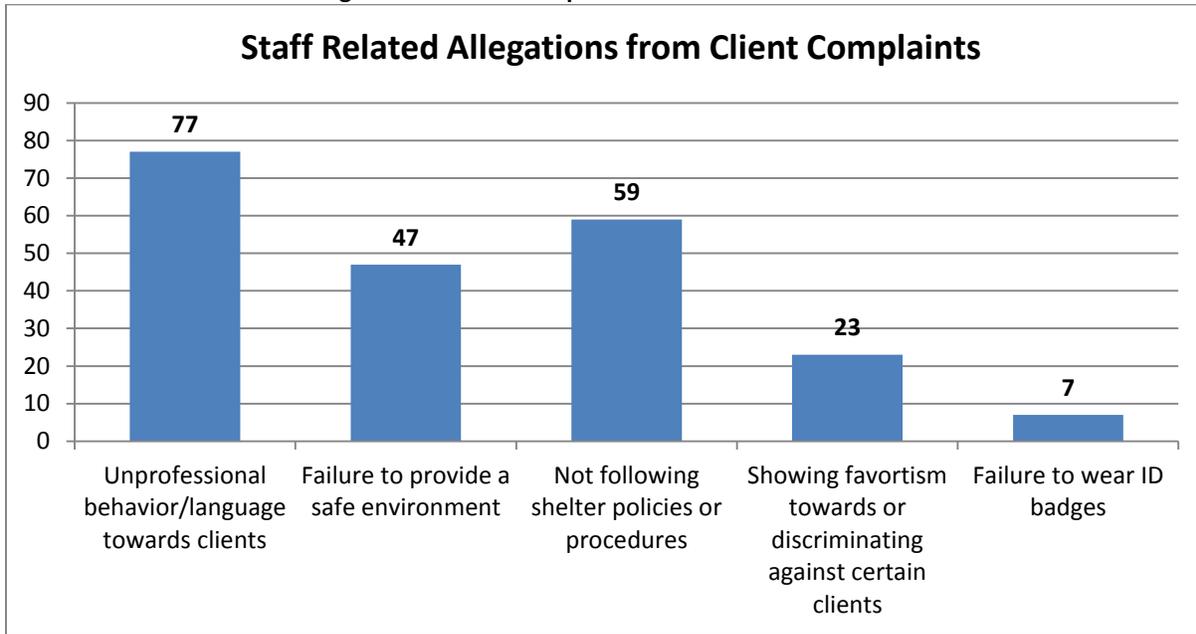
This category refers to 11 Standards focusing on meals, access to toiletries, and stocked first aid kits. The 11 Standards include Standards 3, 4, 5, 6, 7, 9, 10, 11, 13, 19, and 30.

***Facility & Access***

Sixteen Standards make up this category. The Standards that make up this area are 12, 14, 15, 16, 17, 18, 20, 21, 22, 23, 24, 26, 27, 28, 29, and 32.



Chart IV: Breakdown of Staff-related allegations in client complaints



Total number of Staff-related allegations: 213

Out of the four Standards of Care categories, the Staff category consistently receives the most client complaints and allegations. Chart III breaks down 213 total Staff-related allegations in client complaints into more specific categories.

With 77 allegations this year, the most common allegation of staff misconduct listed in client complaints are allegations of unprofessional or disrespectful behavior and language towards shelter clients. This category contains allegations of staff speaking to clients using profanity, yelling at clients, sleeping on duty or other unprofessional behavior.

The second most common allegation of staff misconduct is related to allegations of staff not following shelter policies or procedures. These include allegations of staff not granting reasonable accommodation requests, not making rounds or not writing up clients for breaking shelter rules. The Committee received 59 allegations of this type of staff misconduct this past year.

The third most common allegation of staff misconduct is related to allegations of staff failing to provide a safe environment for shelter clients. These include allegations of shelter staff not properly addressing instances of verbal threats or physical violence taking place inside shelters. The Committee received 47 allegations of this type in client complaints during the reporting period.

The fourth most common allegation of staff misconduct in client complaints during the reporting period involve allegations of staff showing favoritism towards or discriminating against clients. The Committee received 23 allegations of this type during the reporting period.

The category with the fewest allegations of staff misconduct this fiscal year were allegations about staff of staff not wearing their ID badge. There Committee received 7 allegations of this type during the reporting period.



### Client Complaints and Allegations by Site: Full List

#### *A Woman's Place*

This site received two complaint submitted by two separate clients during the reporting period:

- Client #1:
  - Standard 1: Treat clients equally, with respect and dignity... - 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence – 1 allegation
  - Standard 3: ...Hire janitorial staff to clean shelters on a daily basis – 1 allegation
  - **Complaint is closed due to the client's satisfaction with the site's response.**
- Client #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to the client's satisfaction with the site's response.**

#### *A Woman's Place Drop-In*

This site received six complaints from five unduplicated clients during the reporting period:

- Client #1, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client.**
- Client #1, Complaint #2
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client.**
- Client #2
  - Standard 1: Treat clients equally, with respect and dignity... - 4 allegations
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint closed due to No Contact from client**
- Client #3
  - Standard 1: Treat clients equally, with respect and dignity... - 1 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 4 allegations
  - **Complaint closed due to No Contact from client**
- Client #4
  - Standard 17: Note in writing and post in a common area in the shelter when a maintenance problem will be repaired and note the status of the repair – 1 allegation
  - **Complaint is closed due to the client's satisfaction with the site's response.**
- Client #5:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client.**

#### *Bethel AME*

This site received ten complaints from nine unduplicated clients during the reporting period:

- Client #1
  - Standard 1: Treat clients equally, with respect and dignity... - 6 allegations
  - **Complaint is closed due to the client's satisfaction with the site's response.**



- Client #2
  - Standard 1: Treat clients equally, with respect and dignity... - 4 allegations
  - **Complaint is closed due to No Contact from the client.**
- Client #3:
  - Standard 7: Supply shelter clients with fresh cold or room temperature drinking water at all times... - 1 allegation
  - Standard 9: Engage a nutritionist who shall develop all meal plans... - 1 allegation
  - **Complaint is closed due to No Contact from the client.**
- Client #4:
  - Standard 1: Treat clients equally, with respect and dignity... - 1 allegation
  - **Complaint is closed due to the client's satisfaction with the site's response.**
- Client #5:
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to the client's satisfaction with the site's response.**
- Client #6:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client.**
- Client #7:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to the client satisfaction with the site's response.**
- Client #8:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 25: Require all staff to wear a name badge that identifies the staff person by name and position
  - **Complaint is closed due to No Contact from the client.**
- Client #9, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to client satisfaction with the site's response.**
- Client #9, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client.**

### *Compass*

This site received three complaints from three unduplicated clients during the reporting period:

- Client #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 3: Provide soap...paper/hand towels,...if hand dryers are currently installed they shall be maintained in proper working condition....hire janitorial staff to clean shelters on a daily basis – 1 allegations
  - **Complaint is closed due to No Contact from the client**
- Client #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #3:



- Standard 1: Treat clients equally, with respect and dignity – 1 allegation
- **Complaint is closed due to No Contact from the client**

### *First Friendship*

This site received four complaints from four unduplicated clients during the reporting period:

- Client #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #2:
  - Standard 3: Provide soap...paper/hand towels,...if hand dryers are currently installed they shall be maintained in proper working condition....hire janitorial staff to clean shelters on a daily basis – 2 allegations
  - Standard 13: Make the shelter facility available to shelter clients for sleeping at least 8 hours per night – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #3:
  - Standard 1: Treat clients equally, with respect and dignity – 8 allegations
  - **Complaint is closed due to No Contact from the client**
- Client #4:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 13: Make the shelter facility available to shelter clients for sleeping at least 8 hours per night – 1 allegation
  - **Complaint is closed due to No Contact from the client**

### *Hamilton Emergency Shelter*

This site received three complaints from three unduplicated clients during the reporting period:

- Client #1:
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - Standard 17: Note in writing and post in a common area in the shelter when a maintenance problem will be repaired and note the status of the repairs – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client.**
- Client #3:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 3: ...hire janitorial staff to clean shelters on a daily basis – 1 allegation
  - Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act, including...reasonable modifications to shelter policies, practices and procedures – 1 allegation
  - **Complaint is closed due to No Contact from the client.**



*Hamilton Family Shelter*

This site did not receive any Standards of Care complaints during this reporting period.

*Hospitality House*

This site did not receive any Standards of Care complaints during this reporting period.

*Interfaith Winter Shelter*

This site received two complaints from one client during the reporting period:

- Client #1, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #1, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client**

*Jazzie's Place*

This site received three complaints from three unduplicated clients during the reporting period:

- Client #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client.**
- Client #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client.**
- Client #3:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - Standard 26: Ensure all clients receive appropriate and ADA-compliant transportation to attend medical, permanent housing, substance abuse treatment...etc. – 1 allegation
  - Standard 28: Provide clients with access to free laundry services with hot water and dryer that reaches a temperature between 120-130 degrees Fahrenheit, on or off site – 1 allegation
  - **The client was not satisfied with the response to the complaint, leading to an investigation. Additional information about investigations can be found in the "Investigations" section on pages 42-45 of this report.**

*Lark Inn*

This site did not receive any Standards of Care complaints during this reporting period.

*Mission Neighborhood Resource Center*

This site received one complaint during the reporting period:

- Client #1:



- Standard 1: Treat clients equally, with respect and dignity – 1 allegation
- Standard 25: Require all staff to wear a badge that identifies the staff person by name and position – 1 allegation
- **The client was not satisfied with the response to the complaint, leading to an investigation. Additional information about the investigation can be found in the “Investigations” section on pages 42-45 of this report.**

### *MSC South Drop-In*

This site received fifteen complaints submitted by nine unduplicated client during the reporting period:

- Client #1:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - **Complaint is closed due to No Contact from the client**
- Client #2, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #2, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - Standard 11: Comply with Article 19F...that prohibits smoking in homeless shelters – 1 allegation
  - Standard 15: Provide shelter clients with...secure property storage – 1 allegation
  - Standard 19: Provide a minimum of 22 inches between the sides of sleeping units – 1 allegation
  - **The client was not satisfied with the response to the complaint, leading to an investigation. Additional information about the investigation can be found in the “Investigations” section on pages 42-45 of this report.**
- Client #2, Complaint #3:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act (ADA), including but not limited to...reasonable modifications to shelter policies, practices, and procedures...
  - **The client was not satisfied with the response to the complaint, leading to an investigation. Additional information about the investigation can be found in the “Investigations” section on pages 42-45 of this report.**
- Client #2, Complaint #4:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to client satisfaction with the site’s response.**
- Client #2, Complaint #5:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to client satisfaction with the site’s response.**
- Client #2, Complaint #6:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act (ADA), including but not limited to...reasonable modifications to shelter policies, practices, and procedures...
  - **Complaint is closed due to client satisfaction with the site’s response.**
- Client #3:



- Standard 1: Treat clients equally, with respect and dignity – 2 allegations
- Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
- **The client was not satisfied with the response to the complaint, leading to an investigation. Additional information about the investigation can be found in the “Investigations” section on pages 42-45 of this report.**
- Client #4:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #5, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - **Complaint is closed due to No Contact from the client**
- Client #5, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 3 allegations
  - **Complaint is closed due to No Contact from the client**
- Client #6, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - **Complaint is closed due to No Contact from the client**
- Client #7:
  - Standard 9: Engage a nutritionist who shall develop all meal plans, including meal plans for children and pregnant women; and post menus on a daily basis – 1 allegations
  - **Complaint is closed due to No Contact from the client**
- Client #8:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 3: Provide liquid soap with a dispenser permanently mounted on the wall in the restrooms... – 1 allegations
  - **The client was not satisfied with the response to the complaint, leading to an investigation. Additional information about the investigation can be found in the “Investigations” section on pages 42-45 of this report.**
- Client #9:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence – 1 allegation
  - **The client did not provide any contact information when submitting the complaint. As a result, this complaint is closed due to No Contact.**

***MSC South Shelter***

This site received twenty-one complaints submitted by eighteen unduplicated clients during the reporting period:

- Client #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - Standard 17: Note in writing and post in a common areas...when a maintenance problem will be repaired and note the status of the repairs – 1 allegation



- **Complaint is closed due to No Contact from the client**
- Client #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #3:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #4:
  - Standard 1: Treat clients equally, with respect and dignity – 3 allegations
  - **Complaint is closed due to No Contact from the client**
- Client #5:
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – **Complaint is closed due to No Contact from the client**
- Client #6:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - **Complaint is closed due to client satisfaction with the site's response.**
- Client #7:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #8:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #9, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to client satisfaction with the site's response.**
- Client #9, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to client satisfaction with the site's response.**
- Client #9, Complaint #3:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #10, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - **Complaint is closed due to client satisfaction with the site's response.**
- Client #10, Complaint #1:



- Standard 1: Treat clients equally, with respect and dignity – 2 allegations
- Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
- **Complaint is closed due to No Contact from the client**
- Client #11:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - Standard 16: Provide shelter clients with access to electricity for charging...medical devices for clients with disabilities – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #12:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #13:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act (ADA), including but not limited to...reasonable modifications to shelter policies, practices, and procedures...
  - **Complaint is closed due to No Contact from the client**
- Client #14:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #15:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence – 1 allegation
  - Standard 3: ...hire janitorial staff to clean shelters on a daily basis – 1 allegation
  - Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act (ADA), including but not limited to...reasonable modifications to shelter policies, practices, and procedures... - 1 allegation
  - **The client was not satisfied with the response to the complaint, leading to an investigation. Additional information about the investigation can be found in the “Investigations” section on pages 42-45 of this report.**
- Client #16:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #17:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 13: Make the shelter facility available to shelter clients for sleeping at least 8 hours per night – 1 allegation
  - **Complaint is closed due to client satisfaction with the site’s response.**
- Client #18:



- Standard 15: Provide shelter clients with pest-free, secure property storage inside each shelter – 1 allegation
- **Complaint is closed due to client satisfaction with the site’s response.**

*Next Door*

This site received twenty-nine complaints submitted by seventeen unduplicated clients during the reporting period:

- Client #1:
  - Standard 1: Treat clients equally, with respect and dignity – 5 allegations
  - **Complaint is closed due to No Contact from the client**
- Client #2, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to client satisfaction with the site’s response**
- Client #2, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #3, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 13: Make the shelter facility available...for sleeping at least 8 hours per night – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #3, Complaint #2:
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **The client was not satisfied with the response to the complaint, leading to an investigation. Additional information about the investigation can be found in the “Investigations” section on pages 42-45 of this report.**
- Client #3, Complaint #3:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - **Complaint is closed due to No Contact from the client**
- Client #3, Complaint #4:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **The client was not satisfied with the response to the complaint, leading to an investigation. Additional information about the investigation can be found in the “Investigations” section on pages 42-45 of this report.**
- Client #3, Complaint #5:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #3, Complaint #6:



- Standard 1: Treat clients equally, with respect and dignity – 1 allegations
- Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
- **Complaint is closed due to No Contact from the client**
- Client #3, Complaint #7
  - Standard 15: Provide shelter clients with pest-free, secure property storage inside each shelter – 1 allegations
  - **Complaint is closed due to No Contact from the client**
- Client #4, Complaint #1:
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to client satisfaction with the site’s response**
- Client #4, Complaint #2:
  - Standard 15: Provide shelter clients with...secure property storage... - 1 allegation
  - **The client was not satisfied with the response to the complaint, leading to an investigation. Additional information about the investigation can be found in the “Investigations” section on pages 42-45 of this report.**
- Client #5:
  - Standard 13: Make the shelter facility available to shelter clients for sleeping at least 8 hours per night – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #6:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - **Complaint is closed due to client satisfaction with the site’s response**
- Client #7:
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #8:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #9, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - **Complaint is closed due to client satisfaction with the site’s response.**
- Client #9, Complaint #2:
  - Standard 13: Make the shelter facility available to shelter clients for sleeping at least 8 hours per night – 1 allegation
  - **Complaint is closed due to client satisfaction with the site’s response.**
- Client #9, Complaint #3:
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #10:



- Standard 1: Treat clients equally, with respect and dignity – 1 allegations
- Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
- **Complaint is closed due to No Contact from the client**
- Client #11:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #12:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 10: Make dietary modifications to accommodate request from client based on...health or disability reasons – 1 allegation
  - Standard 13: Make the shelter facility available...for sleeping at least 8 hours per night – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #13:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - **Complaint is closed due to client satisfaction with the site's response.**
- Client #14:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **The client was not satisfied with the response to the complaint, leading to an investigation. Additional information about the investigation can be found in the "Investigations" section on pages 42-45 of this report.**
- Client #15, Complaint #1:
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - Standard 3: ...hire janitorial staff to clean shelters on a daily basis – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #15, Complaint #2:
  - Standard 3: ...Hire janitorial staff to clean shelters on a daily basis – 1 allegation
  - **The client was not satisfied with the response to the complaint, leading to an investigation. Additional information about the investigation can be found in the "Investigations" section on pages 42-45 of this report.**
- Client #16:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act (ADA), including but not limited to...reasonable modifications to shelter policies, practices, and procedures...
  - Standard 15: Provide shelter clients with pest-free, secure property storage inside each shelter...
  - **Complaint is closed due to client satisfaction with the site's response.**
- Client #17, Complaint #1
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation



- Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act (ADA), including but not limited to...reasonable modifications to shelter policies, practices, and procedures... - 1 allegation
- **The client was not satisfied with the response to the complaint, leading to an investigation. Additional information about the investigation can be found in the “Investigations” section on pages 42-45 of this report.**
- Client #17, Complaint #2
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client**

### *Providence*

This site received seven complaints from seven separate clients during the reporting period:

- Client #1:
  - Standard 1: Treat clients equally, with respect and dignity – 3 allegations
  - **Complaint is closed due to No Contact from the client**
- Client #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 16: Provide shelter clients with access to electricity for charging cell phones... - 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #3:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #4:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #5:
  - Standard 1: Treat clients equally, with respect and dignity – 3 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - Standard 3: ...hire janitorial staff to clean shelters on a daily basis – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #6:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #7:
  - Standard 1: Treat clients equally, with respect and dignity – 3 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - Standard 19: Provide a minimum of 22 inches between the sides of sleeping units... – 1 allegation



- **Complaint is closed due to No Contact from the client**

*Sanctuary*

This site received eleven complaints from ten unduplicated clients during the reporting period:

- Client #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed because the client did not come back to pick up the response and did not provide any contact information (No Contact).**
- Client #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #3:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act... - 1 allegation
  - Standard 14: Provide daytime access to beds in all 24-hour shelters – 1 allegation
  - Standard 15: Provide shelter clients with...secure property storage – 1 allegation
  - Standard 16: Provide shelter clients with access to electricity for charging cell phones... - 1 allegation
  - Standard 24: Locate alternate sleeping unit for a client who has been immediately denied services... - 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #4:
  - Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act... - 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #5:
  - Standard 12: Provide shelter clients with one clean blanket, two clean sheets and one pillow... - 1 allegation
  - Standard 17: Note in writing and post in a common areas...when maintenance problem will be repaired – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #6, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - **Complaint is closed due to No Contact from the client**
- Client #6, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - Standard 25: Require all staff to wear a badge that identifies the staff person by name... - 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #7:



- Standard 1: Treat clients equally, with respect and dignity – 5 allegation
- Standard 13: Make the shelter facility available to shelter clients for sleeping at least 8 hours per night – 1 allegation
- **The client was not satisfied with the response to the complaint, leading to an investigation. Additional information about the investigation can be found in the “Investigations” section on pages 42-45 of this report.**
- Client #8:
  - Standard 3: ...Hire janitorial staff to clean shelters on a daily basis – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #9:
  - Standard 2: Provide shelter services in an environment that is free and safe of physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #10:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **The client was not satisfied with the response to the complaint, leading to an investigation. Additional information about the investigation can be found in the “Investigations” section on pages 42-45 of this report.**

***Santa Ana:***

This site received two complaints from two unduplicated clients during the reporting period:

- Client #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free from physical violence – 1 allegation
  - Standard 8: ...shelters shall provide orientation to new shelter clients... - 1 allegation
  - Standard 11: Comply with Article 19F of the San Francisco Health Code that prohibits smoking in homeless shelters – 1 allegation
  - Standard 13: Make the shelter available to shelter clients for sleeping at least 8 hours per night – 1 allegation
  - Standard 25: Require all staff to wear a badge that identifies the staff person by name and position badges – 1 allegation
  - Standard 26: Ensure all clients receive appropriate and ADA complaint transportation – 1 allegation
  - Standard 28: Provide clients with access to free laundry services – 1 allegation
  - **Complaint is closed due to No Contact from the client.**
- Client #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free from physical violence – 1 allegation
  - **Complaint is closed due to client satisfaction with the site’s response.**

***Santa Martha/Santa Maria***

This site received one complaint submitted by a client during the reporting period:

- Client #1:



- Standard 1: Treat clients equally, with respect and dignity – 1 allegation
- Standard 25: Require all staff to wear a badge that identifies the staff person by name and position badges – 1 allegation
- **Complaint is closed due to No Contact from the client**

***St. Joseph's:***

This site did not receive any Standards of Care complaints during the 15-16 fiscal year.

***United Council***

This site received one complaint submitted by a client during the reporting period:

- Client #1:
  - Standard 2: Provide shelter services in an environment that is safe and free from physical violence – 1 allegation
  - **Complaint is closed due to No Contact from the client**

### **Investigations**

There were fifteen investigations conducted during the 15-16 fiscal year resulting from site responses that were not satisfactory for the complainants.

There are four categories for Investigation results:

***In Compliance*** – Committee staff found sufficient evidence to determine that the site is in full compliance with the Standards of Care that were listed in the original client complaint.

***Not in Compliance*** – Committee staff found sufficient evidence to determine that the site was not fully complying with the Standards of Care that was listed in the original client complaint.

***Inconclusive*** – Committee staff were unable to find sufficient evidence to conclusively determine if the site was or was not fully complying with the Standards of Care listed in the original client complaint.

***Split*** – The original complaint contained allegations that the site was not complying with multiple Standards of Care. The Split category indicates that Committee staff determined that the investigation results differed depending on each Standard listed in the complaint (Example: A complaint alleges that a site is not in compliance with Standard 1 and Standard 2. The investigation result would be Split if Committee staff determined that the site was In Compliance with Standard 1, but Not in Compliance with Standard 2).



Table V: FY2015-2016 Investigation Results

Site	Investigations	Findings
Jazzie's Place	1	In Compliance (1)
Next Door	6	In Compliance (3) Inconclusive (2) Not in Compliance (1)
Mission Neighborhood Resource Center	1	Not in Compliance (1)
MSC South Shelter	1	Split (1): Standard 1: Inconclusive Standard 8: In Compliance
MSC South Drop-In	4	In Compliance (3) Not in Compliance (1)
Sanctuary	2	In Compliance (2)
<b>Total</b>	<b>15</b>	<b>In Compliance (9)</b> <b>Inconclusive (2)</b> <b>Not in Compliance (3)</b> <b>Split (1)</b>

### Investigation Reports

Three of the fifteen investigations conducted by Committee staff determined that the site was not in compliance with the Standards of Care. The following pages provide additional information on those three investigations:

#### *Next Door*

##### **Alleged Standard Violations:**

**Standard 1)** Treat all 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...

**Summary:** The complainant stated that an individual (who is not a resident of Next Door) got past security and shelter staff to confront and harass the complainant. The complainant stated that he did not feel safe at the shelter and that his confidentiality had been violated. In the response, Next Door stated that the individual who was let in to the site was a former client and that security and staff did not realize that his reservation had run out. In response to the incident, Next Door stated that they instituted a new set of procedures requiring shelter staff to make rounds every 15 minutes. The complainant stated that he was not satisfied with Next Door's response because he did not believe that shelter staff were doing their required rounds.

Shelter Monitoring Committee staff met with the Site Manager to discuss the new staff patrol procedures and to examine the logs to determine if staff were actually making the rounds at designated times.

##### **Findings:**

Committee staff were able to verify that staff were adhering to the new policy of making rounds on Floors 2-4. However, the inconsistent log entries at the 1st Floor and the fact that a shelter employee had left his post at the



1<sup>st</sup> floor sleeping area during the investigation indicated that these new protocols were not being enforced at the 1st Floor. Based on these findings, Committee staff determined that Next Door was not in compliance with Standards 1 and 2 of the Standards of Care.

Committee staff recommended that shelter management review the new policy on staff rounds with all Service Coordinators, especially those on the Swing shifts, Graveyard shifts and stationed at the 1st Floor sleeping area. Committee staff also suggested implementing a peer-review policy where Service Coordinators verify that the logs from the previous shift have been properly filled out prior to starting their own shift.

### ***Mission Neighborhood Resource Center***

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

**Summary:** In the original complaint, the complainant stated that that the shelter bed reservation process was not being applied equitably to all clients. The complainant stated that on two separate occasions, he showed up at the site at 5:30 AM and staff allowed him to put his name on the list. The complainant claimed that this process was unfair because Mission Neighborhood Resource Center's policy stated that no names will be taken for reservations until doors open at 6:00 AM. In response, Mission Neighborhood Resource Center stated that no names were taken for services, including shelter reservations, until the doors opened at 6:00 AM. The complainant stated that he was not satisfied with the site's response because he was able to put his name down on the shelter bed reservation list before 6:00 AM.

Shelter Monitoring Committee staff visited Mission Neighborhood Resource Center at 5:50 AM in order to investigate if the site was taking names for the shelter bed reservation list before doors officially opened at 6:00 AM.

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

### ***MSC South Drop-In***

**Alleged Standard Violations: Standard 1)** Treat clients equally, with respect and dignity...

**Summary:** The investigation involved a complainant that was not satisfied with the site's response to his allegations that two shelter employees verbally and physically abused him. Committee staff met with shelter management to discuss the circumstances surrounding the night of the incident. Committee staff also reviewed two videos taken by the complainant that allegedly showed the verbal and physical abuse taking place.

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**Findings:** After conducting an investigation, Committee verified that one of the employees listed in the complaint did speak to the client using disrespectful language. As a result, MSC South Drop-In was not in compliance with Standard 1 which requires the site to treat all clients equally, with respect and dignity. Shelter management informed Committee staff that the employee in question was already undergoing an internal disciplinary process. As a result, Committee staff had no recommendations for additional action to be taken by shelter management.

**Trainings**

Shelter Monitoring Committee staff offer Standards of Care trainings for shelter staff, which provide an overview of the Standards of Care as well as how the Committee will check the sites to see if they are in compliance with the Standards through site visits and client complaints. The table below provides an overview of the trainings that were conducted by the Shelter Monitoring Committee during the 15-16 fiscal year:

**Table VI: Shelter Monitoring Committee Trainings Per Site FY15-16**

<b>Site:</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>
<b>A Woman’s Place</b>	Standards of Care		Standards of Care	
<b>A Woman’s Place Drop-In</b>	Standards of Care		Standards of Care	
<b>Bethel AME</b>		Standards of Care		
<b>Compass</b>		Standards of Care		
<b>First Friendship</b>		Standards of Care		
<b>Hamilton Emergency Shelter</b>				Standards of Care
<b>Hamilton Family Shelter</b>				Standards of Care
<b>Hospitality House</b>				
<b>Interfaith</b>		Standards of Care		
<b>Jazzie’s Place</b>			Standards of Care	
<b>Lark Inn</b>	Standards of Care			
<b>MSC South Drop-In</b>				
<b>MSC South Shelter</b>				
<b>Mission Neighborhood Resource Center</b>				
<b>Next Door</b>		Standards of Care		
<b>Providence</b>		Standards of Care		
<b>Sanctuary</b>		Standards of Care		
<b>Santa Ana</b>			Standards of Care	
<b>Santa Marta/Maria</b>			Standards of Care	
<b>St. Joseph’s</b>				
<b>United Council</b>				

Please note that this table only tracks the trainings conducted by the Shelter Monitoring Committee and does not reflect the total number of trainings received by shelter staff



| **Appendices** |



**Appendix A: The Standards of Care**

<b>Standard</b>	<b>Type of Standard</b>
1. Treat clients equally, with respect and dignity, including in the application of shelter policies and grievance process	STAFF
2. Provide shelter services in an environment that is safe and free of physical violence; by ensuring safety protocols are in place that include training to shelter staff regarding de-escalation techniques	STAFF
3. Provide, liquid soap with a dispenser permanently mounted on the wall in the restrooms; small individual packets of liquid soap, or small bar soap for use by one individual only, paper/hand towels, hand sanitizers, at least one bath-size (24"x48") towel to shelter clients and staff in each bathroom; if hand-dryers are currently installed they shall be maintained in proper working condition; in addition, shelters shall provide toilet paper in each bathroom stall and hire janitorial staff clean shelters on daily basis	HEALTH
4. Provide feminine hygiene and incontinence supplies	HEALTH
5. Comply with current City policy set forth in the San Francisco Environment Code, including the requirements set forth in Chapter 3 (the Integrated Pest Management Code) and Chapter 2 (the Environmentally Preferable Purchasing Ordinance) to ensure that shelter operators use products that are least harmful to shelter clients, staff, and the environment	HEALTH
6. Ensure that first aid kits, CPR masks, and disposable gloves are available to staff at all times and make Automatic External Defibrillators (AED) available to staff in compliance with all regulatory requirements of state and local law relating to the use and maintenance of AEDs.	HEALTH
7. Supply shelter clients with fresh cold or room temperature drinking water at all times during normal operating hours	HEALTH
8. Provide shelter services in compliance with the Americans with Disabilities Act (ADA), including but not limited to: (i) appropriate and secure storage of medication, (ii) the provision of accessible sleeping, bathing and toileting facilities in previously designated as accessible shall comply with federal and state law requiring a minimum of 36 inches between sleeping units and sleeping surface height between 17-19 inches above the finished floor. In consultation with the contracting City department, and based on a history of previous usage, shelter operators shall designate an adequate number of accessible sleeping units to meet the needs of shelter clients requiring such facilities due to a mobility disability; and (iii) reasonable modifications to shelter policies, practices, and procedures; (iv) In addition, shelters shall provide orientation to new shelter clients that includes information on shelter rules and how to access case management services, and shall ensure case management services go to those shelter clients most in need of case management services. This information shall be made accessible to shelter clients with disabilities through the use of appropriate auxiliary aid and/or services, such as large print for clients with visual impairments or ASL interpreting for Deaf clients. The City shall provide equal access to shelter clients with disabilities without regard to whether they accept auxiliary aids.	ADA
9. Engage a nutritionist, who shall develop all meal plans, including meal plans for children and	HEALTH

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pregnant women; and post menus on a daily basis.	
10. Make dietary modifications to accommodate request from clients based on religious beliefs and practices; health or disability reasons	HEALTH
11. Comply with Article 19F of the San Francisco Health Code that prohibits smoking in homeless shelters.	HEALTH
12. Provide shelter clients with one clean blanket, two clean sheets, and one pillow enclosed in a plastic or vinyl sleeve with a clean pillowcase; sheets shall be cleaned at least once per week and upon client turnover	FACILITY
13. Make the shelter facility available to shelter clients for sleeping at least 8 hours per night	HEALTH
14. Provide daytime access to beds in all 24-hour shelters	FACILITY
15. Provide shelter clients with pest-free, secure property storage inside each shelter. Shelter staff shall provide closable bags to clients for storage purposes. If storage inside a shelter is unavailable, the shelter operator may provide free, pest-free storage off-site as long as the off-site storage is available to the shelter client up until the time of evening bed check	FACILITY
16. Provide shelter clients with access to electricity for charging cell phones; and other durable medical equipment for clients with disabilities	FACILITY
17. Note in writing and post in a common areas in the shelter when a maintenance problem will be repaired and note the status of the repairs	FACILITY
18. Provide access to free local calls during non-sleeping hours; including TTY access and amplified phones for clients who are deaf and hearing-impaired	FACILITY
19. Provide a minimum of 22 inches between the sides of sleeping units, excluding the designated ADA-accessible sleeping units and sleeping units separated by a wall	HEALTH
20. Provide all printed materials produced by the City and shelters in English and Spanish and other languages upon and ensure that all written communications are provided to clients with sensory disabilities in alternate formats such as large print, Braille, etc., upon request	FACILITY
21. Communicate with each client in the client's primary language or provide professional translation services; including but not limited to American Sign Language interpretation; however, children or other clients may be asked to translate in emergency situations	FACILITY
22. Provide at least one front line staff at each site that is bilingual in English and Spanish	FACILITY
23. Ensure that each shelter has an emergency disaster plan that requires drills on a monthly basis and that, in consultation with the Mayor's Office on Disability, includes specific evacuation devices and procedures for people with disabilities	FACILITY
24. Locate alternate sleeping unit for a client who has been immediately denies services after 5:00 PM, unless the denial was for acts or threats of violence	FACILITY

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25.	Require all staff to wear a badge that identifies the staff person by name and position badges	STAFF
26.	Ensure all clients receive appropriate and ADA-compliant transportation to attend medical, permanent housing, substance abuse treatment, job-search, job interview, mental health, shelter services (etc)	FACILITY
27.	Provide public notification at least 24 hours in advance of on-site, community meetings	FACILITY
28.	Provide clients with access to free laundry services with hot water and dryer that reaches a temperature between 120-130 degrees Fahrenheit, on or off site	FACILITY
29.	To the extent not inconsistent with Proposition N, passed by the voters on November 5, 2002, ensure all single adult shelter reservations be for a minimum of 7 nights.	FACILITY
30.	Agree to comply with the California Department of Industrial Relations, Division of Occupational Safety and Health (Cal-OSHA) General Industry regarding Blood borne Pathogens (8 CCR 5193) and its injury and illness Prevention Program (8CCR 3203), including but not limited to applicable requirements regarding personal protective equipment, universal precautions, and the development of an exposure control plan, as defined therein,	HEALTH
31.	Annual all-staff mandatory trainings: (1) hand washing requirements and other communicable disease prevention; (2) proper food handling and storage; (3) emergency procedures in case of disaster, fire, or other urgent health or safety risk, including but not limited to CPR requirements; (4) safe and appropriate intervention with violent or aggressive shelter clients, including training on the harm reduction model in dealing with substance abuse; (5) safe and appropriate interaction with shelter clients who suffer from mental illness or substance abuse; (6) On-the-job burn-out prevention; (7) requirements under the ADA, in collaboration with the Mayor's Office on Disability and the City Attorney's Office; (8) policies and procedures explained in shelter training manuals; (9) cultural humility, including sensitivity training regarding homelessness, the lesbian, bisexual, gay, and transgender communities, people with visible and invisible disabilities, youth, women, and trauma victims.	STAFF
32.	Maximize the space for sleeping in the shelter to the fullest extent possible.	FACILITY



## **Appendix B: Policy Recommendation**

### **Domestic Violence/Imminent Danger Policy**

#### **City-Funded Family Shelters and Compass Connecting Point**

Domestic Violence is an incident and/or pattern of behavior used to establish power and control over another person through fear and intimidation, often including the threat or use of violence or coercion.

When domestic violence occurs in the family shelter system, the safety of the victim as well as the parents, children, residents, and staff remaining in the shelter must be protected. Every situation is unique and no one can predict what a perpetrator may be capable of. This policy is intended to provide guidelines for City-funded shelters to follow, but should not replace the shelter provider's ability to make any decisions necessary to ensure the safety of shelter residents and staff.

#### **A. DEFINITIONS**

##### **Domestic violence occurs:**

Between people in intimate relationships, including current or former husbands and wives, boyfriends and girlfriends, gay and lesbian partners, sex workers and their pimps/clients, and victims of stalking or trafficking.

##### **Domestic violence includes one or more of the following components:**

1. Attempting to cause or causing physical harm to another family or household member. This includes, but is not limited to: pushing, shoving, grabbing, punching, slapping, kicking, biting, pulling hair, threatening with a weapon, attacking with a weapon, leaving visible marks or causing bleeding.
2. Making explicit threats to physically harm a family or household member.
3. Forcing a family or household member to involuntarily engage in sexual activity through violence, threats of violence, or duress.

#### **B. PROTOCOLS**

##### **Self-Disclosure of Domestic Violence Cannot be Grounds for Denial of Service**

Self-disclosure by the victim of a recent domestic violence incident will not affect their ability to get on the wait list for shelter or to be placed in shelter by Compass Connecting Point. However, it may still be the basis for a denial or service at a shelter based on the discretion of the shelter provider's evaluation of safety. For example, if a victim comes to his or her case manager with a black eye reporting that s/he was just struck by her partner, the shelter may decide to move forward with a denial of service for the alleged perpetrator. If a



perpetrator of domestic violence admits to committing an act of domestic violence, s/he will be denied services.

**When a Domestic Violence Incident Occurs**

If a domestic violence incident occurs in the shelter, the perpetrator will be denied services and must leave immediately. The victim will be given two options:

1. The victim may remain in the shelter if they immediately express willingness to request an Emergency Protective Order (EPO) or Civil Restraining Order as soon as possible, and follow through with taking steps to make the request for an EPO or a Civil Restraining Order.

If the family chooses not to avail themselves of this option, they must exit the shelter. If the domestic violence incident in question occurs after 7:00pm, the victim and other family members may stay until the following morning when they may be better able to access other resources. The family shelter staff will make every effort to secure a safe shelter situation for the exiting family, including providing assistance in accessing the following resources:

- Access a Domestic Violence Shelter (possibly the La Casa de las Madres Domestic Violence Response Team emergency beds)
  - CalWORKs emergency hotel vouchers
  - Other shelter beds outside San Francisco
  - Homeward Bound
  - The client's own support system
2. Where the family chooses to exit the family shelter, the provider will make available cab vouchers or other appropriate transportation resources to allow them to reach their destination.
  3. For families placed out of San Francisco County due to the availability of other resources, family shelters will provide transportation support for travel back to SF if needed (school, medical appointments, court, etc.) as needed for up to 15 days.

La Casa de las Madres Domestic Violence Program will work with a family shelter experiencing a domestic violence incident to make available their Domestic Violence Response Team (DVRT) emergency beds. Family shelter and La Casa staff will receive periodic training on how these beds will be accessed, how to proceed with placement of a family in these temporary beds, and continued communication after placement (see Appendix A).

4. Shelter providers shall consider extenuating circumstances that affect the victim's safety, including verification of a perpetrator's incarceration by law enforcement agencies and allowing the victim to return to shelter when there is no longer an imminent threat present.



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**Procedures to Contact Law Enforcement Agencies for the Provision of Emergency Protective Orders (EPOs) in Cases of Domestic Violence**

Compass Connecting Point and family shelters must report a domestic violence incident as a critical incident and contact law enforcement agencies in all cases of observed physical violence that take place at Compass Connecting Point or in shelter, and assist clients with getting an Emergency Protective Order whenever possible. While only law enforcement can request an EPO and only a judge can issue one, shelter staff should advocate on the client's behalf.

**Shelter Grievance Policy**

Except in extenuating circumstances (see above), victims who refuse to seek an EPO or Civil Restraining Order will be denied services for imminent danger. They will be informed of their right to appeal the denial of service in accordance with the Shelter Grievance Policy.

**Lethality Assessment Upon Intake to Evaluate All Families for Risk of Domestic Violence**

Compass Connecting Point and family shelter assessments must include questions regarding current and past domestic violence history in order to better assess the risk of danger or potential for reoccurring domestic violence, and provide those clients with necessary resources. Programs must use the *Domestic Violence Lethality Screen for Homeless Shelter Front Line Staff* (see Appendix B). The information in the screen must be kept confidential and cannot be used as part of a denial of service or presented at an internal hearing or arbitration.

**Staff Training on Domestic Violence and Other Crisis Situations**

All family shelter provider staff will continue to receive training in crisis intervention, de-escalation, and the dynamics of domestic violence relationships and how to support families experiencing domestic violence. Family shelters are required to submit a list of relevant trainings completed by shelter staff to DSHS and the Shelter Monitoring Committee on an annual basis.

In addition, all shelter employees will be required to attend the "Safe Housing Training" by La Casa de Las Madres. This training is customized to address the needs of each program, including shelter design (e.g. size and layout of shelter, congregate or private rooms, staffing levels) with the goal of increasing staff ability to recognize domestic violence risk factors, respond to domestic violence incidents, help clients create safety plans and obtain EPO's, and keep other shelter residents and staff as safe as possible.



### Appendix C: Committee Membership

The Shelter Monitoring Committee consists of 13 members who are appointed by the Mayor, the Board of Supervisors and the Local Homeless Coordinating Board. Former Chair Nicholas Kimura (Board of Supervisors Seat #3), former Chair Jonathan Bonato (Local Homeless Coordinating Board Seat #2) and Committee Member Michael Kirkland (Board of Supervisors Seat #5) resigned from the Committee during the 2015-2016 fiscal year. Board of Supervisors Seat #1 (individual that is currently or formerly homeless that is the legal guardian of a child under the age of 18) was filled during the 4<sup>th</sup> Quarter of the fiscal year with the appointment of Committee Member Patrina Hall. As a result, the Committee now consists of 10 members with three vacancies that still need to be filled. The requirements for the three open seats are:

- Board of Supervisors Seat 3: Seat must be filled by a candidate that has experience providing direct services to the homeless through a community setting.
- Board of Supervisors Seat 5: Seat must be filled by a candidate that is 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.
- Local Homeless Coordinating Board Seat 2: Seat must be filled by a candidate that is homeless or formerly homeless and has experience providing direct service to the homeless through a community setting [**Seat filled after reporting period**].

*All Committee seats for the 2014-2016 term will expire on December 31, 2016.*



### Appendix D: Client Complaint Process Flowchart

#### Client Complaints

- Committee staff screens complaint, and if valid, complaint is written up and emailed to site director and site manager
- Copy of the complaint given to client

Note: HSA is immediately notified of all allegations involving staff or incidents of violence, fraud, and/or assault



- Sites have 48 hours to acknowledge receipt of complaint
- Sites investigate complaints/allegations and are required to send a formal response to the Committee along with its findings 7 days after complaint is submitted to site



When the Committee receives site's response, the client is notified and is provided with a copy of the site's response for their review



If the client is satisfied with the site's response, the process stops here.



If the client is not satisfied with the site's response, the complaint is investigated by Committee staff. Clients must inform staff that they are not satisfied with the complaint within 45 days of receiving the site's response otherwise the complaint is closed.



Committee staff will investigate the client's allegations at the site and determine whether or not site is in compliance with the Standards of Care.

- If Committee staff are able to verify the client's allegations, then the site is not in compliance
- If Committee staff are unable to verify the client's allegations, then the site is in compliance

Committee staff will compile their findings in an Investigation Report (which includes any recommendations for corrective actions) which will be sent to the client, site management and HSA



### Appendix E: Site Visit Infraction Process Flowchart

#### Site Visit Infractions

- The Committee notes any Standards of Care infractions during site visits and submits them to shelter management
- Note: HSA is immediately notified for all incidents of violence, fraud, and/or assault that take place during a site visit



- Sites have 48 hours to acknowledge receipt of the infractions
- Sites investigate infractions and are required to send a formal response to the Committee along with its findings and corrective actions 7 days after they are submitted to the site



When the Committee receives site's response, Committee staff will review site's response and check for completion of corrective actions



If Committee staff are satisfied with the site's response, the process stops here.



If Committee staff are not satisfied with the site's response, the infractions will be investigated by Committee staff



Committee staff will conduct an investigation at the site and determine whether or not the site has addressed the infractions.

- If the site has addressed the infractions, the site is now in compliance
- If the site has not addressed the infractions, the site is not in compliance

Committee staff will compile their findings in an Investigation Report (which includes any recommendations for corrective actions) which will be sent to site management and HSA