



City and County of San Francisco
Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: November 17, 2021
RE: SOC Report

Client Complaints

There were three complaints submitted to the Shelter Monitoring Committee by three unduplicated clients since October 20. (This does not include complaints from clients of sites not monitored by the SMC. We received over a dozen complaint calls and emails from SIP and Navigation Center guests. These were referred as appropriate to HSH or the Shelter Client Advocates.) Of these three complaints, one is still open pending a response from the site. One complaint was closed due to client satisfaction with the site's response prior to submission of the complaint. The third is still open while the client considers whether or not to ask that the formal written complaint be submitted.

The narrative below provides an overview of the complaints forwarded to each site. Not all sites have had a chance to respond to the complaints. *Note: The complaints below may have already been investigated to the satisfaction of the site or its contracting agency; however, the Committee must allow for each complainant to review the responses and the complainant determines whether s/he is satisfied. If the complainant is not satisfied, the Committee conducts an investigation.*

MSC South

- **Client #1**
- **Complaint submitted: 11/9/21**
- **Response received: N/A**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
The complainant alleges very sick guests were being ignored. He has had to call this to attention of staff. Staff are inattentive and wellness checks are infrequent and deficient.
Response: Pending – The site has not responded to the complaint.
 - **Standard 2:** Provide services in an environment that is safe...
Complainant alleges that staff bumped hard into him to block his path and locked down the elevator before he could get in. A supervisor [REDACTED] what the complainant describes as assault, but did not take any action.
Response: Open – The site has not responded to the complaint.
 - **Standard 3:** Clean shelters on a daily basis...

Restrooms are not thoroughly mopped, nor is the sleeping area. There is dust visible on ceiling pipes and air ducts. Fans are turned off and the windows closed at night, despite many clients being sick, or at least coughing frequently.

Response: *Open – The site has not responded to the complaint.*

- **Standard 8:** Provide shelter services in compliance with the ADA...
Complainant was prevented from using the elevator to go to sleeping area on the 2nd floor.

Response: *Open – The site has not responded to the complaint*

- **Standard 31:** Staff training...
Complainant believes staff has not been adequately trained, as evidenced by the above-described violations.

Response: *Open – The site has not responded to the complaint*

Site Visit Infractions

There was an announced site visit conducted on October 26 at Stay Over family shelter. There were no infractions found. There was an unannounced visit made to Lark Inn. The infractions for that visit can be found below:

Lark Inn

Site_visit date: 11/12/21

Infractions submitted to site: N/A

Site responded: N/A

Pending SOC infractions:

- **Standard 17:** No note on the status of repair of two urinals in the Men’s sleep area – **Pending**

Staff Update and Committee Membership

The Committee currently has three vacancies out of its 13 authorized Members. Details of the vacant seats are as follows: Board of Supervisors **Seat 1** - Must be homeless or formerly homeless and live or have lived with a child under age 18 while homeless. Board of Supervisors **Seat 5** - Must be selected from a list of candidates that are nominated by nonprofit agencies that provide advocacy or organizing services to homeless people and be homeless or formerly homeless. LHCBS **Seat 10** - Must be nominated by a nonprofit agency that provides advocacy or organizing services to homeless people and be homeless or formerly homeless. Contact Angie David at (415) 255-3642 or email angella.david@sfdph.org if you are interested in applying.

2022 Meeting Calendar

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|---------------|-------------|----------------|
| ● January 19 | ● May 18 | ● September 21 |
| ● February 16 | ● June 15 | ● October 19 |
| ● March 16 | ● July 20 | ● November 16 |
| ● April 20 | ● August 17 | ● December 21 |