



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: October 10, 2018
RE: **September SOC Staff Report**

September Client Complaints

There were a total of twelve complaints submitted to the Shelter Monitoring Committee by twelve unduplicated clients in September 2018. There is currently one complaint open pending a response from the site. There were also two complaints that received responses from the site that did not satisfy the client, the investigations for those complaints are currently pending. Sites have responded to the other nine complaints but they are still open pending a response from the client.

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

A Woman's Place Drop In

- **Client #1:**
- **Complaint submitted: 9/11/18**
- **Response received: 9/13/18**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that a female employee is rude, unprofessional and picks on the complainant when she is on duty.
- The response denies the allegations that the complainant is unprofessional or picking on the complainant and stated that the employee had to step in and de-escalate an incident where the complainant and another client were arguing.

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

Bethel AME

- **Client #1:**
- **Complaint submitted: 9/4/18**
- **Response received: 9/5/18**
- **Alleged SOC Violations:**
 - **Standard 3:** ...and hire janitorial staff to clean shelters on a daily basis...

- The complainant alleged that shelter staff are not cleaning the sleeping mats before they give them to clients.
- The response states that sleeping mats are wiped down every morning as the clients exits the shelter for the day.

Not Satisfied – The client was not satisfied with the response and has requested an investigation. That investigation is currently pending.

- **Client #2:**
- **Complaint submitted: 9/11/18**
- **Response received: 9/20/18**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is safe...
 - **Standard 9:** Treat all clients equally, with respect and dignity...
- The complainant alleged that oatmeal has been the only option available for breakfast for the last 6 days in a row. The complainant also alleged that staff leave the shelter and do not monitor the clients at night.
- The response states that the Registered Dietician reviewed the menu and staff reports listing which items were served for the days listed in the complaint. The response also states that the Registered Dietician was able to verify that the proteins and grains served matched what was listed on the menu.
- **This complaint was sent to the Registered Dietician for investigation because it contains allegations re. food service.**

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

Hamilton Emergency

- **Client #1:**
- **Complaint submitted: 9/27/18**
- **Response received: 10/5/18**
- **Alleged SOC Violations:**
 - **Standard 3:** ...clean shelters on a daily basis...
 - **Standard 17:** Note in writing and post in common areas...when a maintenance problem will be repaired...
- The complainant alleged that there were bed bugs noted in the client rooms, that a bathroom sink was leaking and that staff will eat food meant for clients.
- The response also states that shelter staff responded to the reports of bed bugs by moving all families out of the room before cleaning and sanitizing the room. The response also states that pest control evaluated the room but did not note any bed bug activity. The response also states that the Registered Dietician reviewed food service procedures, which require that all clients are served breakfast, lunch and dinner. The response also states that if there are leftovers after clients have been served, staff can eat. and that the bathroom sink has been repaired.
- **This complaint was sent to the Registered Dietician for investigation because it contains allegations re. food service.**

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

MSC South

- **Client #1**
- **Complaint submitted: 9/25/18**

- **Response received: 10/3/18**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
 - **Standard 3:** ...and hire janitorial staff to clean shelters on a daily basis...
 - **Standard 8:** Provide shelter services in compliance with the Americans with Disabilities Act...
 - **Standard 9:** Engage a nutritionist who shall develop all meal plans...
 - **Standard 16:** Provide shelter clients with access to electricity for charging cell phones...
 - **Standard 17:** Note in writing...when a maintenance problem will be repaired...
 - **Standard 23:** Ensure that each shelter has an emergency disaster plan...
- The complainant alleged that shelter facilities are dirty and need to be cleaned, that the elevators are not working properly, that power strips for clients to charge their phones are have been stolen and that staff are not adhering to safe food handling procedures.
- The response states that staff performed an additional cleaning in the areas described in the complaint and that the elevators are regularly maintained and currently working. The response also states that several electrical outlets are available throughout the floors and that a floor plan is available to guests that identifies where the outlets are. The response from the Registered Dietician states that she reviewed food temperature logs for breakfast and dinner and that all items were within the correct temperature range and that no corrective action is needed at this time.
- **This complaint was forwarded to the Registered Dietician because it contains allegations re. food preparation.**

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

- **Client #2**
- **Complaint submitted: 9/25/18**
- **Response received: 10/8/18**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...;
 - **Standard 13:** Make the shelter facility available to clients for sleeping at least 8 hours per night
- The complainant alleged that a shelter employee spoke to him while using racist and disrespectful language. The complainant also alleged that when he tried to file a complaint, shelter staff purposely directed him to the Drop-In Center supervisor even though they knew that they couldn't help him with a complainant about the shelter.
- The response states that the employee described in the incident denied making inappropriate or racist remarks to the complainant. The response states that the complainant became upset with how staff responded to his request for free clothing and a supervisor was brought in to diffuse the situation, but that they were not able to satisfy the complainant because he wanted staff to be disciplined without an investigation.

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

- **Client #3**
- **Complaint submitted: 9/27/18**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...;

- **Standard 8:** Provide shelter services in compliance with the Americans with Disabilities Act...

- The complainant alleged that a shelter employee has been discriminating against her by repeatedly asking for documentation of the complainant's disabilities even though the complainant has already shown her documentation to shelter staff.

Open – Site has not responded to this complaint

Next Door

- **Client #1**
- **Complaint submitted: 9/10/18**
- **Response received: 9/19/18**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that another client made racist and threatening comments about another client.
- The response states that shelter management attempted to investigate the complaint but were unable to do so because the complaint was filed anonymously and did not contain information such as the date, time of day and the names of any staff that may have witnessed the incident.

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

- **Client #2**
- **Complaint submitted: 9/19/18**
- **Response received: 9/21/18**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that a security officer falsely accused her of using a racial slur and asked her to leave the shelter. The complainant states that when she refused to leave, shelter staff called the police and forced her to leave the shelter for several hours before she was allowed back into the shelter.
- The response states that according to the security officer, the complainant called her a racial slur while she was having her property searched during the check in process. The response also states that the complainant was asked to step outside, but the complainant ignored the instructions and went upstairs to the bed area. The response also states that shelter staff did call the police and that the complainant was asked to step outside as a de-escalation technique, but only for an hour before the complainant was allowed back into the shelter.

Not Satisfied – The client was not satisfied with the response and has requested an investigation. That investigation is currently pending.

Sanctuary

- **Client #1:**
- **Complaint submitted: 9/11/18**
- **Response received: 9/19/18**
- **Alleged SOC Violations:**
 - **Standard 17:** Note in writing and post in a common area...when a maintenance problem will be repaired...
- The complainant alleged that the door for one of the women's restrooms has been completely removed and replaced with a see-through curtain.

- The response states that the door to the women's restroom was removed in response to an ADA reasonable accommodation request and replaced with a curtain. The response also states that if the curtain is closed, there is no way for staff or clients to see through as they are walking by and that all staff on the floor have been reminded to close the curtain all the way.

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

- **Client #2:**
- **Complaint submitted: 9/13/18**
- **Response received: 9/19/18**
- **Alleged SOC Violations:**
 - **Standard 17:** Note in writing and post in a common area...when a maintenance problem will be repaired...
- The complainant states that the temperature of the showers in the women's restroom is too hot for clients to use without being at risk of burning themselves.
- The response states that the water temperature in the women's showers was improperly calibrated and that the issue was addressed by ECS maintenance staff on 9/19/18.

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

- **Client #3:**
- **Complaint submitted: 9/19/18**
- **Response received: 9/23/18**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that a shelter employee threatened to kick her out of the shelter for the night based on a report from a client who was known to make false accusations.
- The response states that shelter staff did not threaten to kick the complainant out based on another client's accusations, but that both clients were informed that they may be asked to leave if did not stop arguing with each other and causing a disturbance inside the shelter.

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

September Client Complaints by Standard

Standard of Care	Number of complaints alleging violations of this Standard
Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies...	5
Standard 2: Provide shelter services in an environment that is safe and free from physical violence	4
Standard 3: ...and hire janitorial staff to clean shelters on a daily basis	2
Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act...	1
Standard 9: Engage a nutritionist, who shall develop all meal plans...	2
Standard 13: Make the shelter facility available to shelter clients for sleeping at least 8 hours per night	1
Standard 16: Provide shelter clients with access to electricity...	1
Standard 17: Note in writing...when a maintenance problem will be repaired...	4
Standard 23: Ensure that each shelter has an emergency disaster plan...	1

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

Total Client Complaints FY 2018-2019

Site	Site Capacity	7/18	8/18	9/18	Total (FY18-19)
A Woman's Place	11 mats	0	0	0	0
A Woman's Place Drop In Center	63 chairs	1	0	1	2
Bethel AME	30 mats	5	4	2	11
Compass	22 families	0	0	0	0
First Friendship	25 families	0	0	0	0
Hamilton Emergency	22 families	0	0	1	1
Hamilton Family	27 families	1	1	0	2
Hospitality House	30 beds/mats	0	0	0	0
Interfaith Winter Shelter *seasonal shelter only open during winter months	60-100 mats depending on the site	0	0	0	0
Jazzie's Place	24 beds	0	0	0	0
Lark Inn	40 beds	0	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	0	0	0	0
MSC South Shelter	340 beds	0	2	3	5
MSC South Drop In Center	75 chairs	0	1	0	1
Next Door	334 beds	5	2	2	9
Providence	110 mats	4	1	0	5
Sanctuary	200 beds	3	4	3	10
Santa Ana	28 beds	0	0	0	0
Santa Marta/Maria	56 beds	0	0	0	0
St. Joseph's	10 families	0	0	0	0
United Council	48 chairs	0	0	0	0
Total	Single adult: 1203 beds/mats Interfaith: 60-100 mats Resource Centers: 256 chairs Family: 106 families	19	15	12	46

September Site Visit Infractions

The Committee completed three unannounced site visits in September 2018. The infractions from the visits to United Council and Providence shelters are still currently being processed. The infractions from the visit to Sanctuary are listed below:

Sanctuary

Site visit date: 9/4/18

Infractions submitted to site: 9/21/18

Site responded: 9/21/18

SOC Infractions:

- **Standard 3:** Vent by front door needs to be cleaned – **Resolved**
- **Standard 8:** Case signage posted in English only, no Spanish signage – **Resolved**
- **Standard 9:** Menu posted in English only, no Spanish signage – **Resolved**
- **Standard 22:** No bilingual English/Spanish speaking staff on duty – **Resolved**

FY2018-2019 Unannounced Site Visit Tally

Site	7/18	8/18	Total (FY18-19)
A Woman's Place	1	1	2
A Woman's Place Drop In Center		1	1
Bethel AME		1	1
Compass			
First Friendship	1		1
Hamilton Emergency	1		1
Hamilton Family	1		1
Hospitality House			
Interfaith Winter Shelter			
Jazzie's Place	1		1
Lark Inn	1		1
Mission Neighborhood Resource Ctr.			
MSC South Shelter	1		1
MSC South Drop In Center	1		1
Next Door	1	1	2
Providence			
Sanctuary			
Santa Ana			
Santa Marta/Maria	1		1
St. Joseph's			
United Council			
Total	10	4	14

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

FY2018-2019 Announced Site Visit Tally

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

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

Staff Update and Committee Membership

Membership

The Committee currently has eight members and five vacancies:

Board of Supervisors:

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

Seat 5- Must be selected from a list of candidates that are nominated by nonprofit agencies that provide advocacy or organizing services to homeless people and be homeless or formerly homeless.

Mayor's Office:

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

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

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

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

FY2018-2019 Meeting Calendar

- November 21
- December 19
- January 16

- February 20
- March 20
- April 17
- May 15
- June 19