



City and County of San Francisco

# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** October 16, 2015  
**RE:** September 2015 SOC and Staff Report

---

### *Standards of Care Report*

#### **Overview of Complaints**

There were a total of 15 client complaints submitted to the Shelter Monitoring Committee in September 2015. In addition, four of the Committee site visits resulted in Standards of Care infractions.

#### **Investigations**

There were no investigations conducted in the month of September.

#### **Types of Complaints**

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.*

### **Client Complaints**

#### **Bethel AME**

**Complainants:** 1

- **Complaint submitted: 9/22/15**
- **Response received: No response from site, reminder sent on 9/29/15**
- A client alleges the breakfast that is provided to clients is insufficient and that even though coffee and water are provided there are no cups for clients to use.

*This case is still open as the site has yet to respond to the complaint.*

#### **First Friendship**

**Complainants:** 1

- **Complaint submitted: 9/14/15**
- **Response received: 9/25/15**
- A client alleges that shelter staff smoke marijuana during their shifts, staff does not apply the rules equitably, and staff is unprofessional.

*The site responded to the complaint but the case is still pending as we are awaiting the client response.*

### **MSC South**

#### **Complainants: 5**

- **Complaint submitted: 9/28/15**
- **Response received: 10/6/15**
- A client alleges inequitable treatment and disrespectful staff and staff stealing food. The client wants to acknowledge Darrell, Stanley, Faalua, and Alejandro for their work, they “are nice and they all do their work”.

*The complainant was not satisfied and an investigation is pending.*

- **Complaint submitted: 9/24/15**
- **Response received: 9/30/15**
- A client alleges that staff did not take the proper steps to deescalate a violent situation.

*The site responded to the complaint but the case is still pending as we are awaiting the client response.*

- **Complaint submitted: 9/22/15**
- **Response received: 9/28/15**
- A client alleges that staff shows favoritism to African Americans and staff is disrespectful.

*The site responded to the complaint but the case is still pending as we are awaiting the client response.*

- **Complaint submitted: 9/4/15**
- **Response received: 9/16/15**
- A client alleges that staff did not treat him with respect and he was wrongly written up for being in an unauthorized area.

*The site responded to the complaint but the case is still pending as we are awaiting the client response.*

- **Complaint submitted: 9/11/15**
- **Response received: 9/16/15**
- A client alleges that staff is unprofessional.

*The site responded to the complaint but the case is still pending as we are awaiting the client response.*

### **MSC South Drop-in**

#### **Complainants: 2**

- **Complaint submitted: 9/14/15**
- **Response received: 9/16/15**
- A client alleges that shelter staff are not keeping client information confidential.

*The site responded to the complaint but the case is still pending as we are awaiting the client response.*

- **Complaint submitted: 9/21/15**
- **Response received: 9/28/15**

- A client alleges that shelter staff are not allowing him a reasonable accommodation based on his disability and that the site does not apply the rules equitably.

*The site responded to the complaint but the case is still pending as we are awaiting the client response.*

### **Next Door**

**Complainants: 2**

- **Complaint submitted: 9/14/15**
- **Response received: 9/19/15**
- One client alleges that the site does not enforce the policy of threats of violence.

*The client was not satisfied with the response to the complaint and requested that the Shelter Monitoring Committee investigate the complaint. Investigation is pending.*

- **Complaint submitted: 9/22/15**
- **Response received: 9/28/15**
- The same client also alleges that staff purposely bumped into her on two separate occasions and the staff person refused to identify himself.

*This complaint is now closed due to the client's satisfaction with the site's response.*

- One client alleges that the site does not take threats of violence seriously.
- **Complaint submitted: 9/14/15**
- **Response received: 9/19/15**

*The site responded to the complaint and the complainant is satisfied with the site's response.*

### **Providence**

**Complainants: 1**

**Type of Complainant: Client**

- **Complaint submitted: 9/17/15**
- **Response received: No response from site, reminder sent on 9/29/15**
- A client alleges that she was "kicked out" for not giving her complete social security number to the site.

*The site responded to the complaint but the case is still pending as we are awaiting the client response.*

### **Sanctuary**

**Complainants: 1**

- **Complaint submitted: 9/17/15**
- **Response received: 9/22/15**
- A client alleges that there some of the shower stalls do not have hot water, staff is rude and disrespectful, and the site is inconsistent on who and when they offer "second servings for food".

*The site responded to the complaint but the case is still pending as we are awaiting the client response.*

- **Complaint submitted: 9/25/15**
- **Response received: 9/30/15**

- The same client also alleged that she does not feel safe at the site after she woke up and a male client was standing over her, and staff are not wearing ID badges.

*The site responded to the complaint but the case is still pending as we are awaiting the client response.*

### **Site Visit Infractions**

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

The Committee conducted one visit to this site during this reporting period and noted the following Standards of Care infractions:

- No Language Link or other professional translation service available – **Ongoing due to lack of funding**

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

The Committee conducted one visit to this site during this reporting period and noted the following Standards of Care infractions:

- No ADA information posted in English and Spanish – **Resolved**
- No Emergency Disaster Plan posted – **Resolved**

#### ***Next Door***

The Committee conducted one visit to this site during this reporting period and noted the following Standards of Care infractions:

- No dinner menu posted in English - **Resolved**
- “No Smoking” signs not posted in Spanish - **Resolved**

#### ***United Council – Mother Brown’s***

The Committee conducted one visit to this site during this reporting period and noted the following Standards of Care infractions:

- No Spanish reasonable accommodation forms – **Resolved**

**Table: Total Complaints for FY 2015-2016**

<b>Site</b>	<b>7/15</b>	<b>8/15</b>	<b>9/15</b>	<b>Total (15-16 FY)</b>
<b>A Woman's Place</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>A Woman's Place Drop In Center</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>
<b>Compass</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>First Friendship Family</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>3</b>
<b>Hamilton Emergency</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Hamilton Family</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Hospitality House</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Interfaith Winter Shelter</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Interfaith Bethel AME</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>
<b>Lark Inn</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Mission Neighborhood Resource Ctr.</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>MSC South Shelter</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>8</b>
<b>MSC Drop In Center</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>5</b>
<b>Next Door</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>11</b>
<b>Providence</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>
<b>Sanctuary</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>7</b>
<b>Santa Ana</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Santa Marta/Maria</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>St. Joseph's</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>United Council</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>13</b>	<b>15</b>	<b>15</b>	<b>43</b>

## *Staff Report*

### **Vacancies**

The Committee currently has eleven members; seven members are required to reach and maintain quorum. It is essential that you contact the Chair and staff immediately if you do not think you will be able to make the next scheduled meeting. Please refer to the schedule of meetings at the end of this report.

There are currently two vacancies on the Committee. Please reach out to the community and encourage people to apply. The Committee continues to need bilingual Spanish speaking members.

**Mayor's Office**, Vacancy Seat 1, must be currently or formerly homeless.

Interested persons should contact the Mayor's Office through:

Nicole Wheaton, Mayor's Appointments Secretary

1 Dr. Carlton B. Goodlett Place

City Hall, Room 200

San Francisco, CA 94102

Phone: (415) 554-7940

[Nicole.Wheaton@sfgov.org](mailto:Nicole.Wheaton@sfgov.org)

### **Board of Supervisor appointments**

\* Seat 1-Must be homeless or formerly homeless within the 3 years period to appointment and living with their homeless child under age 18.

Please complete the on-line application and forward your completed application with the appropriate documents.

<http://www.sfbos.org/index.aspx?page=3067>

**Interested persons can also contact Committee staff, Jeff Simbe at 415-255-3647 who can assist applicants through application process.**

## Site Visits

### Site Visit Tally FY 15-16

Shelter	JULY	AUG	SEPT	1st Qtr
A Woman's Place	1			1
AWPDI	1			1
Bethel AME		1		1
Compass			1	1
First Friendship		1		1
Hamilton Emergency Shelter		1		1
Hamilton Family Shelter		1		1
Hospitality House			1	1
Interfaith				0
Jazzie's Place			1	1
Lark Inn	1			1
MSC Drop In			1	1
MSC Shelter	1			1
MNRC			1	1
Next Door			1	1
Providence			1	1
Sanctuary	1			1
Santa Ana		1		1
Santa Marta/Santa Maria			1	1
St. Joseph's			1	1
United Council			1	1
				20
				20
				100%

- There were a total of ten site visits conducted in September.
- Staff will support Team 2 site visits for 2<sup>nd</sup> quarter.

## Trainings

- Standard of Care Trainings
- Shelter Health Trainings

## 2015 Meeting Schedule

November 18

December 16