



City and County of San Francisco

Shelter Monitoring Committee

**Standard of Care Report
April 1, 2008 to March 31, 2009**

Overview

The Standards of Care legislation was passed by the Board of Supervisors and signed by Mayor Gavin Newsom in March of 2008. Within the legislation, the Shelter Monitoring Committee ["Committee"] is charged with taking Standard of Care complaints, notifying the site of the complaint, tracking the site's response, and if the client is dissatisfied with the response, conducting an investigation and forwarding its findings to the Department of Public Health. In the first year, the Committee received 176 individual complaints. The Committee categorized each complainant's allegations into four areas: staff, Americans with Disabilities Act, health and hygiene, and facility issues. For a chart of the type of complaints by category and site, please see Appendix 1.

Implementation

Committee staff in cooperation with the Department of Public Health went to each site to provide an overview of the implementation of the Standards of Care from April to July 2008. Committee staff provided contact information, flyers, and answered questions on how complaints can be handled internally by the site before being forwarded to the Committee. The Human Services Agency, the Department of Public Health, and the Committee met to discuss implementation and how to meet the challenges of unfunded mandates.

Compliance

The legislation requires that sites acknowledge internal client Standard of Care complaints and those forwarded to the site by the Committee within two business days and to respond to the allegations either to the client or the Committee within five days. The average acknowledgement time was 26.7 days and the average response time was 36.8 days. The chart, Table 1, lists the sites' acknowledge and response time¹ and the total number of complaints the site received.

The Table 1 data only includes complaints the Committee submitted to the site and does not include any internal Standard of Care complaints a client may have submitted directly to the site. The Committee has not collected this information from the sites, but will be requesting it on a quarterly basis from each site in the 2009-2010 fiscal year.

Compliance by the Committee

In the first year of implementation, the Committee submitted complaints to the site an average of 5 days after they were received. After the Committee receives a response from the site, the Committee forwarded it to the complainant. If the complainant was not satisfied with the site's response, the legislation requires the Committee investigate the allegations within 10 days. Based on the delay by sites in responding to complaints, the Committee began investigating any outstanding complaint within 30 days.

Compliance by Site

Site	Acknowledgement Time-in days	Response Time-in days	Total Number of Complaints
Tenderloin Health	1.2	3.2	5
Dolores Street Community Services	2	5	1
A Women's Place	3	12.8	7
Hamilton	3.5	9	2
Interfaith Shelters-Episcopal Community Services	4.6	9.25	7
St. Joseph's-Catholic Charities	9.5	11.5	2
Mission Neighborhood Resource Center	10	10	1
Hospitality House	15	15	1
Providence	22.6	39.9	10
Next Door-Episcopal Community Services	49.3	81	39
MSC South-St. Vincent de Paul	62.3	70.9	59
Sanctuary-Episcopal Community Services	67.4	95	28
150 Otis-St. Vincent de Paul	97.7	117	12
Ella Hill Hutch	No response	No response-site closed	1

Table 1

Compliance by the Department of Public Health

The Committee forwarded eight investigations to the Department of Public Health comprised of 32 complaints:

Standard of Care Investigations

Complaint Number	Date Submitted to DPH	Date DPH Responded to the Committee
Next Door 1	15October2008	09December2008
Sanctuary 2	13January2009	No response
Next Door 3	14January2009	No response
Bethel AME 4	04February2009	No response * please note this site closed on March 31, 2009
MSC South 5	04February2009	No response
150 Otis 6	18March2009	No response
Providence 7	26March2009	No response
Providence 8	26March2009	No response

Table 2

Committee Recommendations

- *Improving the Committee's response and follow-up time with providing complaints to the site*

In March of 2009, the Committee received an additional bilingual staff. The additional staff person is the lead for Standard of Care complaints and correspondence. With the additional staff, the Committee is working to increase its time from intake to forwarding to the site to 2 business days and will begin investigations on all complaints sites do not respond to within 2 weeks.

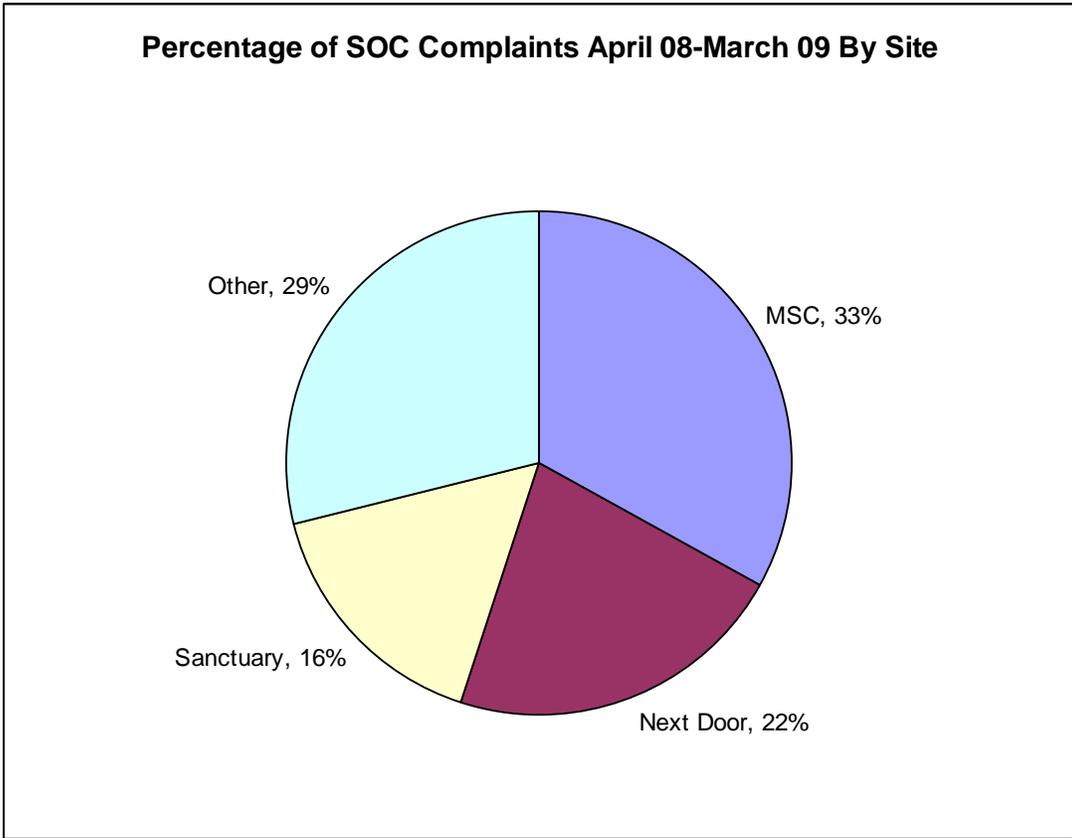
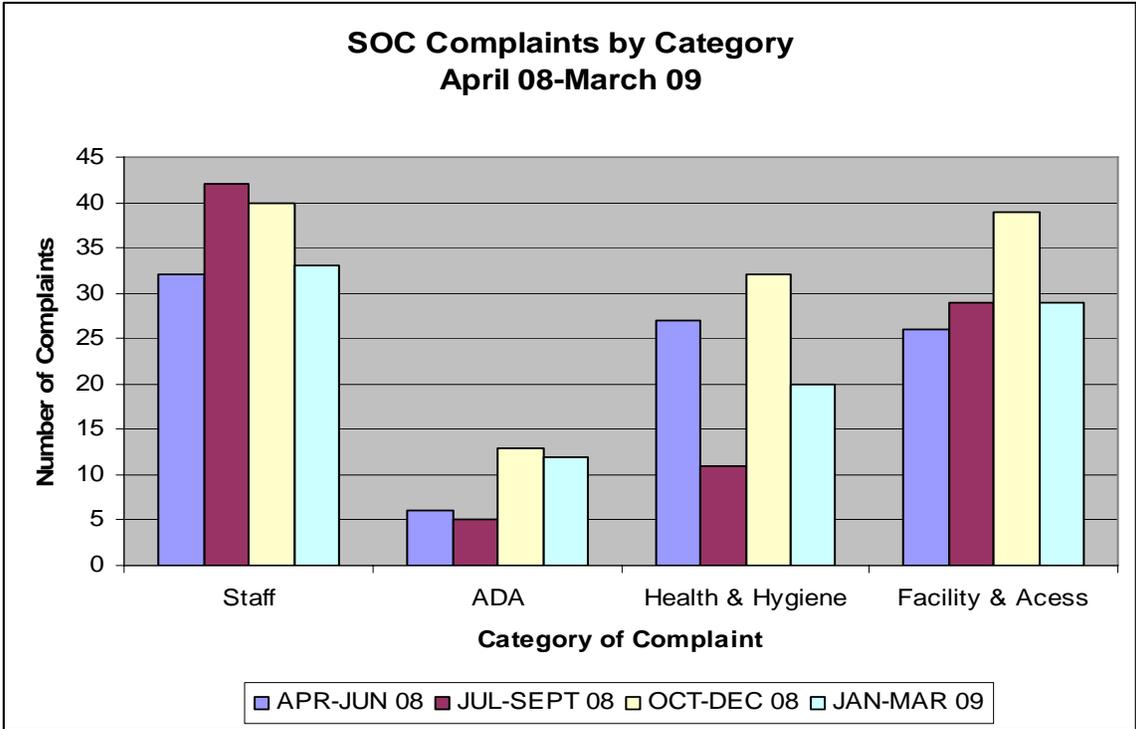
- *Improving the Department of Public Health's (DPH's) acknowledgement of SOC complaints and improving time period of investigation*

The Committee has only received one response back from the Department of Public Health regarding Standard of Care complaints, including serious health and hygiene allegations. Without more oversight by the DPH on investigations, sites fail to receive corrective actions or other forms of technical assistance to improve the conditions at their site. In addition, timelier follow up by DPH will help the City & County of San Francisco identify if non-adherence to the Standards is based on fiscal limitations or other reasons. In the first year, DPH only responded to one complaint forwarded by the Committee.

- *Improving site response time to complaints logged by clients and the Committee on behalf of clients*

Section 20.405 of the Standard of Care legislation outlines the Complaint Process and Investigation of complaints. Sites are required to acknowledge to client complaints, those submitted by the Committee on behalf of the client and those submitted by individual clients, within 2 business days and respond within 5 days. The contracting agencies, Human Services Agency and the Department of Public Health, should work with their sites to encourage compliance in this area.

APPENDIX



Data compiled by Maren Shipe, AmeriCorps VISTA Volunteer