



City and County of San Francisco

Shelter Monitoring Committee

Standard of Care-Complaint Investigation

Investigation Number: 171617MSCDI-I

Complaint Number: 1191617MSCDI

Site: Next Door

Date of Investigation: June 7, 2017

Alleged Standard Violations:

2) Provide shelter services in an environment that is safe and free from physical violence...

Investigation-Conducted by: Committee staff H. Chen, J. Simbe

If applicable, staff interviewed: N/A

If applicable, number of clients interviewed: 13 clients were surveyed, 18.6% of the total site capacity

In the original complaint, the complainant alleged that a shelter volunteer aggressively chased her away from the Drop-In Center line when she asked to use the restroom.

In the response, MSC South Drop In stated in the response that the Drop-In Center was full at the when the complainant requested to use the restroom and that a shelter employee told her that she would have to wait until staff could locate an open restroom stall. The response alleges that the complainant began yelling at staff when she was told that she could not use the restroom right away and called the police. The response alleges that when the police arrived, they spoke to shelter staff and other guests who were waiting in line and that they determined based on eyewitness testimony that the complainant was not threatened by shelter staff.

The complainant requested an investigation into this complaint because she disputed the portion of the site's response that stated that the complainant was not chased out of line by a shelter employee.

Shelter Monitoring Committee staff made an unannounced visit Next Door on June 7, 2017 in order to survey clients about if they had witnessed staff physically threatening clients within the past 6 months.

13 total clients were surveyed by Committee staff and were asked:

“Have you been physically threatened by shelter staff or seen another client be physically threatened by shelter staff within the last 6 months?”

Standard 2:

For the Committee to determine if the site was out of compliance with Standard 2, 10% of the total client capacity for the site (7 out of 70 clients) must respond with “Yes” to the survey question.

Survey Results:

13 out of 13 surveyed clients responded to the survey question by stating that they had not been physically threatened by shelter staff or seen shelter staff physically threatening other clients in the past 6 months.

Client Comments:

- *“Lack of verbal respect”*
- *“I like this shelter and the staff”*
- *“Some staff will belittle clients verbally, but they’re never physical. Staff need to be more respectful.”*
- *“Staff do their best to keep everybody safe and to keep order.”*
- *“Half are good, half are assholes. A lot of favoritism when it comes to the line, they let certain clients cut in front of others who have been waiting longer.”*

Findings

As a result of these findings, Committee staff have determined that the MSC South Drop In is in compliance with Standard 2 of the Standards of Care. However, three of the client comments indicated that shelter staff are not consistently applying all shelter rules equally or treating clients with respect. As a result, Committee staff recommend that shelter management remind all staff of the importance of treating all clients equally and with respect.

Recommendations for MSC South Drop In:

- Please review all client comments.
- Please remind all staff to comply treat all clients with respect and to equally apply all shelter rules and policies.

As a result of the Shelter Monitoring Committee completing the investigation into the complaint, this case is now closed.