



City and County of San Francisco

# Shelter Monitoring Committee

Standard of Care-Complaint Investigation

**Investigation Number: 31617ND-I**  
**Complaint Number: 101617ND**

**Site:** Next Door

**Date Complaint Submitted to Site:** July 27, 2016

**Date Investigation Requested:** August 25, 2016

**Date of Investigation:** September 29, 2016

**Alleged Standard Violations:**

1) Treat clients equally, with respect and dignity, including in the application of shelter policies and grievance process

**Investigation-Conducted by:** Committee Members T. Bohrer and P. Hall, Committee staff H. Chen

**If applicable, staff interviewed:** N/A

**If applicable, number of clients interviewed:** 45 clients (13.63% of total client capacity)

*Standard 1*

The complainant alleged that kitchen staff are rude and unprofessional when speaking to shelter clients and that they are not fair when giving out second servings at meal times. In order to investigate these claims, the Committee went to Next Door to survey clients about their experiences with kitchen staff.

**In order to determine compliance with Standard 1, the Committee needed to receive responses from 10% of the total client capacity (33 clients) indicating that they:**

- 1. Do/Do not think that kitchen staff treat them with respect and spoke to them in a professional manner**
- 2. Do/Do not think that kitchen staff are fair when giving out second servings at meal times**

**Question 1:** 45 clients were asked, “Do kitchen staff treat you with respect and speak to you in a professional manner?”

\* 27 clients said “Yes”

\* 9 clients said “No”

\* 6 clients said “Sometimes”

\* 3 clients did not answer this question

Client Comments:

- *“This place is ill run and crazy, no one here is qualified to work here. The food is under food standards. It is a nightmare.”*
- *“Cooks and kitchen staff are cool always nice to me. They have a tough job.”*
- *“Half of the time”*
- *“Most of the time, the woman when she works alone gets frustrated under pressure”*
- *“Kitchen staff have improved tremendously. Very courteous. However the staff helpers (some) don't treat the women with respect. I don't know why they have to yell all the time.”*
- *“Sometimes they don't have a server for the disabled. Everyone here does the best they can under bad circumstances and they try to make everyone happy as can be.”*
- *“Always, they have been so kind and are such good people.”*
- *“When asked for cottage cheese, the man yelled at me. I am frightened just to ask for cottage cheese. Often people coming down after 8 AM but before 8:30 AM are often subjected to whatever is available. Often cottage cheese is unavailable.”*

**Question 2:** 45 clients were asked, “Do you feel like kitchen staff are fair when giving out second servings at meal times?”

- \* 21 clients said “Yes”
- \* 13 clients said “No”
- \* 5 clients said “Sometimes”
- \* 6 clients did not answer this question

Client Comments:

- *“The kitchen staff does not understand diabetic friendly. They often throw away the remains out of laziness. The 1st portion itself is malnourished.”*
- *“Have not been here that long but yeah, they sometimes do not give second servings”*
- *“They never give us seconds now that the new female cook works, she is also rude to others”*
- *“No seconds or dessert anymore”*
- *“Seconds from dinner are given to men more often because they eat last, as told to me by staff. Meal quality, variety and portion size have declined in the last 6 months. Vegetables, aside from salad, are missing in most meals. At least one dinner meal per week lacks meat protein and vegetarian meals sometimes lack any protein.”*
- *“Sometimes we arrive late. Staff tries their best to be able to save food for everyone.”*

**Client responses to Questions 1 and 2 were split, with neither question receiving responses from 10% of the total client capacity that would allow the Committee to determine the site's compliance with Standard 1. As a result, the Committee is unable to make a determination on Next Door's compliance with Standard 1. However, please note that a majority of clients indicated in their responses to Question 1 that they were treated with respect and spoken to in a professional manner by kitchen staff (27 clients).**

***Recommendations for Next Door:***

- \* Please review all client comments
- \* Please ask kitchen staff to review Chapter 2 of the Shelter Training Manual: “Customer Service and Professionalism”

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