City and County of San Francisco
Shelter Monitoring Committee

3rd Quarter FY16-17
Site Visits, Complaints and Investigations

Site Visits

A Woman’s Place Shelter
Site visit date: 1/24/17
SOC Infractions:

- Standard 8: No on duty ADA liaison; ADA information not posted in English and Spanish; Staff could not locate Reasonable Accommodation forms in English/Spanish – Resolved
- Standard 9: Menus not posted in English and Spanish – Resolved
- Standard 18: No TTY machine or signage posted with information on where to access TTY machine – Resolved
- Standard 22: No bilingual English/Spanish speaking staff on duty – Resolved
- Standard 24: Emergency drills not practiced on a monthly basis – Resolved

Repeat infractions from 2nd Quarter:

- Standard 9: No menus posted in Spanish

A Woman’s Place Drop In
Site visit date: 1/24/17
SOC Infractions:

- None

Repeat infractions from 2nd Quarter:

- None

Bethel AME
Site visit date: 3/7/17
SOC Infractions:

- Standard 3: One soap dispenser and one paper towel dispenser in women’s restroom are broken – Resolved
- Standard 12: No pillows, pillowcases or sheets provided to clients – Ongoing issue related to laundering if sheets at emergency shelters, site provides clients with extra blankets
- Standard 17: No signage posted noting bathroom issues and when they would be repaired – Resolved
• Standard 21: No Language Link or professional translation service – **Ongoing due to lack of funding, site has translation available in Mandarin, Cantonese, Spanish, Tagalog**

Repeat infractions from 2\textsuperscript{nd} Quarter:
• Standard 12: No pillows, pillowcases or sheets provided to clients – **Ongoing issue related to laundering if sheets at emergency shelters, site provides clients with extra blankets**
• Standard 21: No Language Link or professional translation service – **Ongoing due to lack of funding, site has translation available in Mandarin, Cantonese, Spanish, Tagalog**

**Compass**
Site visit date: 1/30/17
SOC Infractions:
• Standard 2: More than one year since last De-Escalation training for staff – **Resolved**
• Standard 23: More than one month since last Emergency Drill – **Resolved**

Repeat infractions from 2\textsuperscript{nd} Quarter:
• None

**First Friendship**
Site visit date: 3/14/17
SOC Infractions:
• Standard 12: No sheets, pillows, pillowcases – **Ongoing issue related to laundering if sheets at emergency shelters, site provides clients with extra blankets**
• Standard 21: No Language Link or professional translation service – **Ongoing due to lack of funding, site has translation available in Mandarin, Cantonese, Spanish, Tagalog**
• Standard 30: Out of protective gowns – **Resolved**

Repeat infractions from 2\textsuperscript{nd} Quarter:
• Standard 12: No sheets, pillows, pillowcases – **Ongoing issue related to laundering if sheets at emergency shelters, site provides clients with extra blankets**
• Standard 21: No Language Link or professional translation service – **Ongoing due to lack of funding, site has translation available in Mandarin, Cantonese, Spanish, Tagalog**

**Hamilton Emergency Shelter**
Site visit date: 1/12/17
SOC Infractions:
• None
Repeat infractions from 2nd Quarter:
- None

Survey Results (1-12-17):

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Doesn’t Apply</th>
<th>Never</th>
<th>Sometimes</th>
<th>Often</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you feel safe at this shelter?</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Does staff treat you with respect and speak to you in a professional manner?</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Does staff de-escalate arguments and help to break up verbal fights between clients?</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Do the meals provided here meet your needs, e.g. enough food provided or does the site accommodate your special needs like being vegetarian?</td>
<td>1</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

Survey Question | Doesn’t Apply | One Night | Less than a month | More than a month | More than 90 days |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>How long have you been at this shelter?</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>5</td>
<td>0</td>
</tr>
</tbody>
</table>

Findings: Nearly half of the surveyed clients indicated that meals did not meet their needs, while over half of surveyed clients indicated that they were only “Sometimes” treated with respect by staff.

Clients Surveyed: 9

Survey Results (3-2-17):

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Doesn’t Apply</th>
<th>Never</th>
<th>Sometimes</th>
<th>Often</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you feel safe at this shelter?</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Does staff treat you with respect and speak to you in a professional manner?</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Does staff de-escalate arguments and help to break up verbal fights between clients?</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Do the meals provided here meet your needs, e.g. enough food provided or does the site accommodate your special needs like being vegetarian?</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>0</td>
</tr>
</tbody>
</table>

Survey Question | Doesn’t Apply | One Night | Less than a month | More than a month | More than 90 days |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>How long have you been at this shelter?</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>5</td>
<td>0</td>
</tr>
</tbody>
</table>

Findings: Over half of surveyed clients indicated that shelter staff “Always” de-escalate arguments between clients. Half of the surveyed clients indicated that they only “Sometimes” felt safe at the shelter.

Clients surveyed: 8

Hamilton Family Shelter
Site visit date: 1/12/17
SOC Infractions:
- Standard 3: Broken ADA showerheads in 3rd and 4th floor bathrooms; trash and debris scattered through 4th floor bathroom – **Resolved**
- Standard 17: No sign noting bathroom issues with estimated repair date – **Resolved**

Repeat infractions from 2nd Quarter:
- None

Survey Results (1-12-17):

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Doesn’t Apply</th>
<th>Never</th>
<th>Sometimes</th>
<th>Often</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you feel safe at this shelter?</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>Does staff treat you with respect and speak to you in a professional manner?</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Does staff de-escalate arguments and help to break up verbal fights between clients?</td>
<td>4</td>
<td>0</td>
<td>3</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Do the meals provided here meet your needs, e.g. enough food provided or does the site accommodate your special needs like being vegetarian?</td>
<td>0</td>
<td>1</td>
<td>8</td>
<td>1</td>
<td>6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Doesn’t Apply</th>
<th>One Night</th>
<th>Less than a month</th>
<th>More than a month</th>
<th>More than 90 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>How long have you been at this shelter?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>5</td>
</tr>
</tbody>
</table>

**Findings:** Over half of the surveyed clients indicated that meals did not always meet their needs. Responses to the question “Do you feel safe at this shelter” were split between “Always” (7 clients) and “Sometimes (7 clients).

**Clients Surveyed:** 17

Survey Results (3-2-17):

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Doesn’t Apply</th>
<th>Never</th>
<th>Sometimes</th>
<th>Often</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you feel safe at this shelter?</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>Does staff treat you with respect and speak to you in a professional manner?</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>Does staff de-escalate arguments and help to break up verbal fights between clients?</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do the meals provided here meet your needs, e.g. enough food provided or does the site accommodate your special needs like being vegetarian?</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Doesn’t Apply</th>
<th>One Night</th>
<th>Less than a month</th>
<th>More than a month</th>
<th>More than 90 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>How long have you been at this shelter?</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>5</td>
<td>0</td>
</tr>
</tbody>
</table>

**Findings:** The number of clients that indicated that staff “Always” treated clients with respect and spoke to them in a professional manner increased from 6 clients (January survey) to 12 clients (March survey) despite the total number of surveyed clients decreasing from 17 to 15.

**Clients surveyed:** 15

**Hospitality House**

Site visit date: 3/2/17

SOC Infractions:
- Standard 23: More than one month since last emergency drill – **Resolved**
Repeat infractions from 2\textsuperscript{nd} Quarter:

- None

**Interfaith Winter Shelter (Canon Kip Senior Center)**

Site visit date: 3/23/17

SOC Infractions:

- Standard 4: No incontinence supplies – **Resolved**
- Standard 8: No signage for breakfast meal time – **Resolved**
- Standard 12: 2 sheets not provided to every client – **Ongoing issue related to laundering of sheets at emergency shelters, site provides clients with extra blankets**
- Standard 25: Not all staff wearing ID badge – **Resolved**

Repeat infractions from 2\textsuperscript{nd} Quarter:

- Standard 8: Site did not have required signage and forms – **Resolved**
- Standard 12: 2 sheets not provided to every client – **Ongoing issue related to laundering of sheets at emergency shelters, site provides clients with extra blankets**

**Survey Results (2/22/17):**

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>“Yes” Responses</th>
<th>“No” Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do staff treat you with respect?</td>
<td>10</td>
<td>1</td>
</tr>
<tr>
<td>Do you feel discriminated against because of your age, disability, gender, race, religion, sexual orientation or transgender status?</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>Do you feel safe at the shelter?</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>Do staff de-escalate arguments and break up verbal fights between clients?</td>
<td>10</td>
<td>1</td>
</tr>
<tr>
<td>Is the sleeping area quiet at night?</td>
<td>8</td>
<td>3</td>
</tr>
</tbody>
</table>

*Findings: Nearly all survey responders indicated that staff treated them with respect, that they did not feel discriminated against at the shelter and that staff de-escalate arguments between clients.*

**Clients surveyed:** 11

**Jazzie’s Place**

Site visit date: 3/21/17

SOC Infractions:

- None

Infractions from 2\textsuperscript{nd} Quarter:

- None

**Lark Inn**

Site visit date: 3/16/17

SOC Infractions:

- Standard 2: More than one year since last De-Escalation training for shelter staff – **Pending, site is currently searching for De-Escalation training for shelter staff**
- Standard 23: More than one month since last emergency drill – **Resolved**

Repeat infractions from 2\textsuperscript{nd} Quarter:

- None
**Mission Neighborhood Resource Center**
Site visit date: 3/28/17
SOC Infractions:
- Standard 3: No paper towels in Men’s restroom – **Resolved**

Repeat infractions from 2nd Quarter:
- None

**MSC South Shelter**
Site visit date: 3/9/17
SOC Infractions:
- Standard 3: One vent needed cleaning in women’s sleeping area – **Resolved**
- Standard 12: Pillowcases not provided to all clients – **Resolved**

Repeat infractions from 2nd Quarter:
- None

**MSC South Drop In**
Site visit date: 3/28/17
SOC Infractions:
- None

Repeat infractions from 2nd Quarter:
- None

**Next Door**
Site visit date: 1/19/17
SOC Infractions:
- Standard 3: 1st floor ADA bathroom stall needed cleaning; 3rd floor ADA bathroom stall needed cleaning – **Resolved**
- Standard 6: No antibiotic ointment in first aid kit – **Resolved**
- Standard 17: No sign stating when laundry machines would be repaired – **Resolved**

Repeat infractions from 2nd Quarter:
- Standard 3: Bathroom issues
- Standard 17: No signage posted noting facility issues and status of repairs

**Providence**
Site visit date: 3/29/17
SOC Infractions:
- Standard 12: No sheets, pillows and pillowcases provided to shelter clients (extra blankets given instead) – **Ongoing issue related to laundering of linens at emergency shelters**
• Standard 21: No Language Link or other professional translation service – **Ongoing issue due to lack of funding**

Repeat infractions from 2nd Quarter:
• Standard 12: No sheets, pillows and pillowcases provided to shelter clients (extra blankets given instead) – **Ongoing issue related to laundering of linens at emergency shelters**
• Standard 21: No Language Link or other professional translation service – **Ongoing issue due to lack of funding**

**Sanctuary**
Site visit date: 1/30/17
SOC Infractions:
• None

Repeat infractions from 2nd Quarter:
• None

**Santa Ana**
Site visit date: 3/8/17
SOC Infractions:
• None

Repeat infractions from 2nd Quarter:
• None

**Santa Marta/Maria**
Site visit date: 3/21/17
SOC Infractions:
• Standard 3: One ADA showerhead holder broken – **Resolved**
• Standard 17: No signage posted noting broken showerhead holder and status of repairs – **Resolved**

Repeat infractions from 2nd Quarter:
• None

**St. Joseph’s**
Site visit date: 3/21/17
SOC Infractions:
• Standard 22: No bilingual English/Spanish speaking staff on duty – **Resolved**
• Standard 23: More than one month since last Emergency Drill – **Resolved**

Repeat infractions from 2nd Quarter:
• None
**United Council**

Site visit date: 3/15/17

SOC Infractions:

- Standard 3: No paper towels or hand dryer in one restroom; hand sanitizer dispenser needed to be refilled – **Hand sanitizer dispensers have been refilled, paper towels available from staff but not inside bathrooms**
- Standard 8: No reasonable accommodation forms available in English and Spanish – **Resolved**
- Standard 18: No TTY available or signage posted telling clients where they can access TTY - **Resolved**
- Standard 20: Not all shelter materials printed in English/Spanish – **Resolved**
- Standard 21: No Language Link or other professional translation service – **Ongoing due to lack of funding**
- Standard 22: No bilingual English/Spanish speaking staff on duty – **Resolved**
- Standard 25: ID badges not worn by all staff – **Resolved**
- Standard 30: No protective masks – **Resolved**

Repeat infractions from 2nd Quarter:

- Standard 3: Restroom issues
- Standard 21: No Language Link or other professional translation service

### 3rd Quarter Site Visit Tally

<table>
<thead>
<tr>
<th>Site</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>3rd Quarter</th>
</tr>
</thead>
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<tr>
<td>A Woman’s Place</td>
<td>1</td>
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<tr>
<td>AWPD1</td>
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<tr>
<td>Bethel AME</td>
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<td>1</td>
<td></td>
</tr>
<tr>
<td>Compass</td>
<td></td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>First Friendship</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Hamilton Emergency Shelter</td>
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<tr>
<td>Hamilton Family Shelter</td>
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<tr>
<td>Hospitality House</td>
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<td>Jazzie’s Place</td>
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<td>Lark Inn</td>
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<tr>
<td>MSC Drop In</td>
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</tr>
<tr>
<td>MSC Shelter</td>
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<tr>
<td>MNRC</td>
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</tr>
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<td>Next Door</td>
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<td></td>
</tr>
<tr>
<td>Providence</td>
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<tr>
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<tr>
<td>Santa Ana</td>
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<tr>
<td>Santa Marta/Santa Maria</td>
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<td>1</td>
<td></td>
</tr>
<tr>
<td>St. Joseph’s</td>
<td></td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>United Council</td>
<td></td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>7</td>
<td>0</td>
<td>14</td>
<td>21</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3rd Quarter Assigned Visits</th>
<th>21</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of compliance</td>
<td>100%</td>
</tr>
</tbody>
</table>
Client Complaints and Allegations by Site

*A Woman’s Place*
This site did not receive any Standards of Care complaints during this reporting period.

*A Woman’s Place Drop-In*
This site received one complaint during the reporting period:
- Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Complaint is closed due to No Contact from the client (Client phone number disconnected)

*Bethel AME*
This site received eight complaints from six unduplicated clients during the reporting period:
- Client #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client’s response.
- Client #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - Site has responded to the complaint, but complaint is still open pending the client’s response.
- Client #3:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - Complaint is closed due to No Contact from the client (Client phone number disconnected)
- Client #4, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - Site has responded to the complaint, but complaint is still open pending the client’s response.
- Client #4, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - Site has responded to the complaint, but complaint is still open pending the client’s response.
- Client #4, Complaint #3:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - Site has responded to the complaint, but complaint is still open pending the client’s response.
- Client #5:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegations
  - Complaint is closed due to No Contact from the client
- Client #6:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - The client was not satisfied with the site’s response and requested an investigation into the complaint. Additional information on the investigation into this complaint can be found on pages 26-29.

*Compass*
This site did not receive any Standards of Care complaints during this reporting period.
First Friendship
This site did not receive any Standards of Care complaints during this reporting period.

Hamilton Emergency Shelter
This site received one complaint during the reporting period:
  • Complaint #1:
    o Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegations
    o Site has responded to the complaint, but complaint is still open pending the client’s response.

Hamilton Family Shelter
This site did not receive any Standards of Care complaints during this reporting period.

Hospitality House
This site received one complaint during the reporting period:
  • Complaint #1:
    o Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegations
    o Complaint is closed due to No Contact from the client.

Interfaith Winter Shelter
This site did not receive any Standards of Care complaints during this reporting period.

Jazzie’s Place
This site received one complaint during the reporting period:
  • Complaint #1:
    o Standard 1: Treat all clients equally, with respect and dignity… - 1 allegation
    o Site has responded to the complaint, but complaint is still open pending the client’s response.

Lark Inn
This site did not receive any Standards of Care complaints during this reporting period.

Mission Neighborhood Resource Center
This site did not receive any Standards of Care complaints during this reporting period.

MSC South Drop-In
This site received two complaints submitted by two unduplicated clients during the reporting period:
  • Client #1
    o Standard 1: Treat clients equally, with respect and dignity – 1 allegation
    o Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
    o The client was not satisfied with the site’s response and requested an investigation into the complaint. The investigation for this complaint is still pending.
  • Client #2:
    o Standard 1: Treat clients equally, with respect and dignity – 5 allegations
    o Complaint is closed due to No Contact from the client

MSC South Shelter
This site received four complaints submitted by four unduplicated clients during the reporting period:
  • Client #1
    o Standard 1: Treat clients equally, with respect and dignity – 1 allegation
    o Complaint is closed due to No Contact from the client
• Client #2:
  o Standard 15: Provide…secure property storage… – 1 allegation
  o The client was not satisfied with the site’s response and requested an investigation into the complaint. Additional information on the investigation into this complaint can be found on pages 26-29.

• Client #3:
  o Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  o Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  o The client was not satisfied with the site’s response and requested an investigation into the complaint. The investigation for this complaint is still pending.

• Client #4:
  o Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  o Site has responded to the complaint, but complaint is still open pending the client’s response.

Next Door
This site received forty-eight complaints submitted by seventeen unduplicated clients during the reporting period:

• Client #1:
  o Standard 3: …clean shelters on a daily basis… – 1 allegation
  o Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #2:
  o Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  o Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  o Complaint is closed due to No Contact from the client

• Client #3:
  o Standard 3: …clean shelters on a daily basis… – 1 allegation
  o Complaint is closed due to No Contact from the client

• Client #4, Complaint #1:
  o Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  o Complaint is closed due to No Contact from the client

• Client #4, Complaint #2:
  o Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  o Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act… - 1 allegation
  o Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #4, Complaint #3:
  o Standard 3: …clean shelters on a daily basis… – 1 allegation
  o Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #4, Complaint #4:
  o Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  o Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #5, Complaint #1:
  o Standard 1: Treat clients equally, with respect and dignity – 1 allegation
• Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act... - 1 allegation
  • Complaint is closed due to No Contact from the client

• Client #5, Complaint #2:
  • Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  • Complaint is closed due to No Contact from the client

• Client #6:
  • Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  • Standard 3: ...clean shelters on a daily basis... – 1 allegation
  • Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #7:
  • Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  • Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  • Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #8, Complaint #1:
  • Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  • Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  • Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act... - 1 allegation
  • Complaint is closed due to client satisfaction with the site’s response.

• Client #8, Complaint #2:
  • Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  • Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  • Complaint is closed due to No Contact from the client

• Client #9, Complaint #1:
  • Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  • Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #9, Complaint #2:
  • Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  • Standard 3: ...clean shelters on a daily basis... – 1 allegation
  • Standard 17: Note in writing when...a maintenance problem will be repaired... - 1 allegation
  • Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #10, Complaint #1:
  • Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  • Complaint is closed due to client satisfaction with the site’s response.

• Client #10, Complaint #2:
  • Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  • Complaint is closed due to client satisfaction with the site’s response.

• Client #10, Complaint #3:
  • Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
Complaint is closed due to No Contact from the client

- Client #10, Complaint #4:
  - Standard 3: ...clean shelters on a daily basis... – 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client’s response.

- Client #10, Complaint #5:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client’s response.

- Client #10, Complaint #6:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client’s response.

- Client #10, Complaint #7:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client’s response.

- Client #11, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Complaint is closed due to No Contact from the client

- Client #11, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client’s response.

- Client #11, Complaint #3:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client’s response.

- Client #12:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Complaint is closed due to No Contact from the client

- Client #13:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  - Standard 15: Provide...property storage inside each shelter... - 1 allegation
  - Complaint is closed due to No Contact from the client

- Client #14, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  - Complaint is closed due to No Contact from the client

- Client #14, Complaint #2:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  - Complaint is closed due to No Contact from the client

- Client #14, Complaint #3:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
• Client #14, Complaint #4:
  o Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  o Complaint is closed due to No Contact from the client

• Client #14, Complaint #5:
  o Standard 17: Note in writing…when a maintenance problem will be repaired… – 1 allegation
  o Complaint is closed due to No Contact from the client

• Client #14, Complaint #6:
  o Standard 2: Provide shelter services in an environment that is safe and free of physical violence… – 1 allegation
  o Complaint is closed due to No Contact from the client

• Client #14, Complaint #7:
  o Standard 2: Provide shelter services in an environment that is safe and free of physical violence… – 1 allegation
  o Complaint is closed due to No Contact from the client

• Client #14, Complaint #8:
  o Standard 3: …clean shelters on a daily basis… – 1 allegation
  o Standard 17: Note in writing…when a maintenance problem will be repaired… – 1 allegation
  o Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #14, Complaint #9:
  o Standard 2: Provide shelter services in an environment that is safe and free of physical violence… – 1 allegation
  o Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #14, Complaint #10:
  o Standard 3: …clean shelters on a daily basis… – 1 allegation
  o Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #14, Complaint #11:
  o Standard 3: …clean shelters on a daily basis… – 1 allegation
  o Standard 23: Ensure that each shelter…requires drills on a monthly basis – 1 allegation
  o Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #14, Complaint #12:
  o Standard 2: Provide shelter services in an environment that is safe and free of physical violence… – 1 allegation
  o Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #14, Complaint #13:
  o Standard 3: …clean shelters on a daily basis… – 1 allegation
  o Standard 17: Note in writing…when a maintenance problem will be repaired… – 1 allegation
Site has responded to the complaint, but complaint is still open pending the client's response.

Client #14, Complaint #14:
- Standard 1: Treat clients equally, with respect and dignity – 1 allegation
- Site has responded to the complaint, but complaint is still open pending the client’s response.

Client #14, Complaint #15:
- Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
- Site has responded to the complaint, but complaint is still open pending the client’s response.

Client #14, Complaint #16:
- Standard 3: …clean shelters on a daily basis… – 1 allegation
- Standard 17: Note in writing…when a maintenance problem will be repaired… – 1 allegation
- Site has responded to the complaint, but complaint is still open pending the client’s response.

Client #14, Complaint #17:
- Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
- Standard 3: …clean shelters on a daily basis… – 1 allegation
- Site has responded to the complaint, but complaint is still open pending the client’s response.

Client #15, Complaint #1:
- Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
- Complaint is closed due to client satisfaction with the site’s response.

Client #15, Complaint #2:
- Standard 1: Treat clients equally, with respect and dignity – 1 allegation
- Complaint is closed due to client satisfaction with the site’s response.

Client #16:
- Standard 1: Treat clients equally, with respect and dignity – 1 allegation
- Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
- Standard 3: …clean shelters on a daily basis… – 1 allegation
- Standard 21: Communicate with each client in the client’s primary language… - 1 allegation
- Complaint is closed due to No Contact from the client

Client #17:
- Standard 1: Treat clients equally, with respect and dignity – 1 allegation
- Standard 15: Provide…secure property storage… – 1 allegation
- The client was not satisfied with the site’s response and requested an investigation into the complaint. The investigation for this complaint is still pending.

Providence
This site did not receive any Standards of Care complaints during this reporting period.

Sanctuary
This site received four complaints from four unduplicated clients during the reporting period:
- Client #1:
  - Standard 3: …clean shelters on a daily basis… – 1 allegation
Complaint is closed due to No Contact from the client

- Client #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - Complaint is closed due to No Contact from the client

- Client #3:
  - Standard 3: …clean shelters on a daily basis… – 1 allegation
  - Complaint is closed due to client satisfaction with the site’s response.

- Client #4:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 15: Provide…secure property storage… – 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client’s response.

Santa Ana
This site did not receive any Standards of Care complaints during this reporting period.

Santa Martha/Santa Maria
This site received one complaint during the reporting period:
- Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - The client was not satisfied with the site’s response and requested an investigation into the complaint. Additional information on the investigation into this complaint can be found on pages 26-29.

St. Joseph’s
This site received one complaint during the reporting period:
- Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client’s response.

United Council
This site did not receive any Standards of Care complaints during this reporting period.
Client Complaints and Allegations

A Woman’s Place
This site did not receive any Standards of Care complaints during this quarter.

A Woman’s Place Drop-In
This site received one complaint during the reporting period:
- Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Complaint is closed due to No Contact from the client (Client phone number disconnected)

Bethel AME
This site received eight complaints from six unduplicated clients during the reporting period:
- Client #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client’s response.
- Client #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - Site has responded to the complaint, but complaint is still open pending the client’s response.
- Client #3:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - Complaint is closed due to No Contact from the client (Client phone number disconnected)
- Client #4, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - Site has responded to the complaint, but complaint is still open pending the client’s response.
- Client #4, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - Site has responded to the complaint, but complaint is still open pending the client’s response.
- Client #4, Complaint #3:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - Site has responded to the complaint, but complaint is still open pending the client’s response.
- Client #5:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegations
  - Complaint is closed due to No Contact from the client
- Client #6:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - The client was not satisfied with the site’s response and requested an investigation into the complaint. Additional information on the investigation into this complaint can be found on the “Investigations” section below.

Compass
This site did not receive any Standards of Care complaints during this reporting period.
First Friendship
This site did not receive any Standards of Care complaints during this reporting period.

Hamilton Emergency Shelter
This site received one complaint during the reporting period:
- Complaint #1:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegations
  - Site has responded to the complaint, but complaint is still open pending the client’s response.

Hamilton Family Shelter
This site did not receive any Standards of Care complaints during this reporting period.

Hospitality House
This site received one complaint during the reporting period:
- Complaint #1:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegations
  - Complaint is closed due to No Contact from the client.

Interfaith Winter Shelter
This site did not receive any Standards of Care complaints during this reporting period.

Jazzie’s Place
This site received one complaint during the reporting period:
- Complaint #1:
  - Standard 1: Treat all clients equally, with respect and dignity… - 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client’s response.

Lark Inn
This site did not receive any Standards of Care complaints during this reporting period.

Mission Neighborhood Resource Center
This site did not receive any Standards of Care complaints during this reporting period.

MSC South Drop-In
This site received two complaints submitted by two unduplicated clients during the reporting period:
- Client #1
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - The client was not satisfied with the site’s response and requested an investigation into the complaint. The investigation for this complaint is still pending.
- Client #2:
  - Standard 1: Treat clients equally, with respect and dignity – 5 allegations
  - Complaint is closed due to No Contact from the client

MSC South Shelter
This site received four complaints submitted by four unduplicated clients during the reporting period:
- Client #1
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
Complaint is closed due to No Contact from the client

• Client #2:
  o Standard 15: Provide…secure property storage… – 1 allegation
  o The client was not satisfied with the site’s response and requested an investigation into the complaint. Additional information on the investigation into this complaint can be found on pages 26-29.

• Client #3:
  o Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  o Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  o The client was not satisfied with the site’s response and requested an investigation into the complaint. The investigation for this complaint is still pending.

• Client #4
  o Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  o Site has responded to the complaint, but complaint is still open pending the client’s response.

**Next Door**
This site received forty-eight complaints submitted by seventeen unduplicated clients during the reporting period:

• Client #1:
  o Standard 3: …clean shelters on a daily basis… – 1 allegation
  o Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #2:
  o Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  o Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  o Complaint is closed due to No Contact from the client

• Client #3:
  o Standard 3: …clean shelters on a daily basis… – 1 allegation
  o Complaint is closed due to No Contact from the client

• Client #4, Complaint #1:
  o Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  o Complaint is closed due to No Contact from the client

• Client #4, Complaint #2:
  o Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  o Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act… - 1 allegation
  o Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #4, Complaint #3:
  o Standard 3: …clean shelters on a daily basis… – 1 allegation
  o Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #4, Complaint #4:
  o Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  o Site has responded to the complaint, but complaint is still open pending the client’s response.

• Client #5, Complaint #1:
  o Standard 1: Treat clients equally, with respect and dignity – 1 allegation
- Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act… - 1 allegation
  - Complaint is closed due to No Contact from the client

- Client #5, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Complaint is closed due to No Contact from the client

- Client #6:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 3: …clean shelters on a daily basis… – 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client’s response.

- Client #7:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client’s response.

- Client #8, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act… - 1 allegation
  - Complaint is closed due to client satisfaction with the site’s response.

- Client #8, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - Complaint is closed due to No Contact from the client

- Client #9, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client’s response.

- Client #9, Complaint #2:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client’s response.

- Client #10, Complaint #1:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - Complaint is closed due to client satisfaction with the site’s response.

- Client #10, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegations
  - Complaint is closed due to client satisfaction with the site’s response.

- Client #10, Complaint #3:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
- Complaint is closed due to No Contact from the client
  - Client #10, Complaint #4:
    - Standard 3: …clean shelters on a daily basis… – 1 allegation
    - Site has responded to the complaint, but complaint is still open pending the client’s response.
  - Client #10, Complaint #5:
    - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
    - Site has responded to the complaint, but complaint is still open pending the client’s response.
  - Client #10, Complaint #6:
    - Site has responded to the complaint, but complaint is still open pending the client’s response.
  - Client #10, Complaint #7:
    - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
    - Site has responded to the complaint, but complaint is still open pending the client’s response.
  - Client #11, Complaint #1:
    - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
    - Complaint is closed due to No Contact from the client
  - Client #11, Complaint #2:
    - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
    - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
    - Site has responded to the complaint, but complaint is still open pending the client’s response.
  - Client #11, Complaint #3:
    - Site has responded to the complaint, but complaint is still open pending the client’s response.
  - Client #12:
    - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
    - Complaint is closed due to No Contact from the client
  - Client #13:
    - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
    - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
    - Standard 15: Provide…property storage inside each shelter… - 1 allegation
    - Complaint is closed due to No Contact from the client
  - Client #14, Complaint #1:
    - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
    - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
    - Complaint is closed due to No Contact from the client
  - Client #14, Complaint #2:
    - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
    - Complaint is closed due to No Contact from the client
  - Client #14, Complaint #3:
    - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
- Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - **Complaint is closed due to No Contact from the client**

- **Client #14, Complaint #4:**
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - **Complaint is closed due to No Contact from the client**

- **Client #14, Complaint #5:**
  - Standard 17: Note in writing…when a maintenance problem will be repaired… – 1 allegation
  - **Complaint is closed due to No Contact from the client**

- **Client #14, Complaint #6:**
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - **Complaint is closed due to No Contact from the client**

- **Client #14, Complaint #7:**
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - **Complaint is closed due to No Contact from the client**

- **Client #14, Complaint #8:**
  - Standard 3: …clean shelters on a daily basis… – 1 allegation
  - Standard 17: Note in writing…when a maintenance problem will be repaired… – 1 allegation
  - **Site has responded to the complaint, but complaint is still open pending the client’s response.**

- **Client #14, Complaint #9:**
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - **Site has responded to the complaint, but complaint is still open pending the client’s response.**

- **Client #14, Complaint #10:**
  - Standard 3: …clean shelters on a daily basis… – 1 allegation
  - **Site has responded to the complaint, but complaint is still open pending the client’s response.**

- **Client #14, Complaint #11:**
  - Standard 3: …clean shelters on a daily basis… – 1 allegation
  - Standard 23: Ensure that each shelter….requires drills on a monthly basis – 1 allegation
  - **Site has responded to the complaint, but complaint is still open pending the client’s response.**

- **Client #14, Complaint #12:**
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - **Site has responded to the complaint, but complaint is still open pending the client’s response.**

- **Client #14, Complaint #13:**
  - Standard 3: …clean shelters on a daily basis… – 1 allegation
  - Standard 17: Note in writing…when a maintenance problem will be repaired… – 1 allegation
- Site has responded to the complaint, but complaint is still open pending the client's response.

- Client #14, Complaint #14:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client's response.

- Client #14, Complaint #15:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… – 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client's response.

- Client #14, Complaint #16:
  - Standard 3: …clean shelters on a daily basis… – 1 allegation
  - Standard 17: Note in writing…when a maintenance problem will be repaired… – 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client's response.

- Client #14, Complaint #17:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - Standard 3: …clean shelters on a daily basis… – 1 allegation
  - Site has responded to the complaint, but complaint is still open pending the client’s response.

- Client #15, Complaint #1:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - Complaint is closed due to client satisfaction with the site’s response.

- Client #15, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Complaint is closed due to client satisfaction with the site’s response.

- Client #16:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - Standard 3: …clean shelters on a daily basis… – 1 allegation
  - Standard 21: Communicate with each client in the client’s primary language… - 1 allegation
  - Complaint is closed due to No Contact from the client

- Client #17:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 15: Provide…secure property storage… – 1 allegation
  - The client was not satisfied with the site’s response and requested an investigation into the complaint. The investigation for this complaint is still pending.

**Providence**
This site did not receive any Standards of Care complaints during this reporting period.

**Sanctuary**
This site received four complaints from four unduplicated clients during the reporting period:
- Client #1:
  - Standard 3: …clean shelters on a daily basis… – 1 allegation
- **Complaint is closed due to No Contact from the client**
  - **Client #2:**
    - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
    - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
    - **Complaint is closed due to No Contact from the client**
  - **Client #3:**
    - Standard 3: …clean shelters on a daily basis… – 1 allegation
    - **Complaint is closed due to client satisfaction with the site’s response.**
  - **Client #4:**
    - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
    - Standard 15: Provide…secure property storage… – 1 allegation
    - **Site has responded to the complaint, but complaint is still open pending the client’s response.**

**Santa Ana**
This site did not receive any Standards of Care complaints during this reporting period.

**Santa Martha/Santa Maria**
This site received one complaint during the reporting period:
- **Complaint #1:**
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence… - 1 allegation
  - **The client was not satisfied with the site’s response and requested an investigation into the complaint. Additional information on the investigation into this complaint can be found on pages 26-29.**

**St. Joseph’s**
This site received one complaint during the reporting period:
- **Complaint #1:**
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Site has responded to the complaint, but complaint is still open pending the client’s response.**

**United Council**
This site did not receive any Standards of Care complaints during this reporting period.
## Client Complaints by Standard

<table>
<thead>
<tr>
<th>Standard of Care</th>
<th># of complaints alleging violations of this Standard</th>
<th># sites receiving complaints about this Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard 1: Treat clients equally, with respect and dignity…</td>
<td>44</td>
<td>10</td>
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<tr>
<td>Standard 2: Provide shelter services in an environment that is safe and free from physical violence…</td>
<td>30</td>
<td>8</td>
</tr>
<tr>
<td>Standard 3: Provide…soap…paper/hand towels…hand sanitizers…and hire janitors staff to clean shelters…</td>
<td>15</td>
<td>2</td>
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<tr>
<td>Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act (ADA)</td>
<td>3</td>
<td>1</td>
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<tr>
<td>Standard 15: Provide shelter clients with pest-free, secure property storage…</td>
<td>5</td>
<td>3</td>
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<tr>
<td>Standard 17: Note in writing and post in common areas…when a maintenance problem will be repaired…</td>
<td>5</td>
<td>1</td>
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<tr>
<td>Standard 21: Communicate with each client in the client’s primary language or provide professional translation services…</td>
<td>1</td>
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<tr>
<td>Standard 23: Ensure that each shelter has an emergency disaster plan that requires drills on a monthly basis…</td>
<td>1</td>
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<tr>
<td>Standard 25: Require all staff to wear a badge that identifies the person by name and position…</td>
<td>2</td>
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Investigations

Bethel AME
Investigation #1
Alleged SOC violation:
- Standard 1) Treat clients equally, with respect and dignity…

Complaint Summary: In the original complaint, the complainant alleged that shelter staff have inappropriate conversations where they make disrespectful comments about shelter clients. In the response, Bethel AME denied the allegations that staff had inappropriate conversations about shelter clients and that staff were trying to bully or intimidate clients. The complainant requested an investigation into her complaint because she disagreed with the portion of the site response that states that staff are not speaking to/speaking about clients using disrespectful language.

Findings: Committee staff made an unannounced visit to Bethel AME and surveyed clients about staff. 9 clients were asked if they had heard staff talking to/talking about clients using disrespectful language.
Survey results:
- Yes responses: 5 clients
- No responses: 4 clients

Because survey responses were split, Committee staff were unable to determine if Bethel AME was in compliance with Standard 1. Staff recommended that Bethel AME remind all staff to be professional when working with clients and to only speak to/speak about clients using respectful language.

Next Door
Investigation #1
Alleged SOC violation:
- Standard 15) Provide shelter clients with…secure property storage inside each shelter

Complaint Summary: The complainant alleged that after she was denied services from the site, her belongings were bagged and stored at the site. The complainant alleged that when she returned to pick up her property, her designer purse was not returned to her. In the response, Next Door stated that they were not responsible for client property and that the complainant had bagged most of her belongings herself prior to being denied services. The response also stated that all staff were reminded to follow site policies and procedures when bagging client property. The complainant requested an investigation because she alleged that Next Door was not providing secure property storage for clients.

Findings: Shelter Monitoring Committee staff made an unannounced visit to Next Door to inspect property storage records and the storage room in order to determine if the site was provide secure storage for client property. Committee staff randomly selected property records belonging to 8 different clients and verified that the property for each of those clients was present in the storage room. As a result of these findings, the Committee found that Next Door was in compliance with Standard 15 of the Standards of Care.

Next Door
Investigation #2
Alleged SOC violation:
- Standard 28) Provide clients with access to free laundry services…

Complaint Summary: The complainant alleged that there are only two working laundry machines available at Next Door. The complainant alleged that the number of working laundry machines was insufficient for the number of clients staying at Next Door and suggested that the site extend hours of laundry services. In the response, Next Door also stated they were searching for a new laundry vendor who would be able to provide timely repairs of laundry machines and dryers. Next Door also stated that they had expanded laundry hours whenever washers and/or dryers have been out of order in order to accommodate clients who sign up to do laundry. The complainant requested an investigation because she did not believe that Next Door was providing sufficient laundry services for shelter clients.

Findings: Committee staff inspected the laundry room and confirmed that two out of four laundry machines and two out of four dryers were out of order. Committee staff also reviewed Next Door’s records and found that they had been contacting their laundry vendor for service and repair on a weekly basis. Committee staff also reviewed the site’s expanded laundry room hours with shelter management and found that on the days where more machines are out of order, clients are given additional time to wash and dry their clothes.

Based on these findings, Committee staff determined that Next Door was taking appropriate steps to provide shelter clients access to free laundry services with a hot water and dryer on site. As a result, Next Door was in compliance with Standard 28 of the Standards of Care. Committee staff submitted the following recommendations for Next Door:

Recommendations for Next Door:
- Committee staff recommend posting additional signage in the laundry room stating:
  - The difficulties they have had with their current laundry vendor
  - That management is currently searching for a new laundry vendor
  - When repairs are scheduled
- Continue expanding laundry room hours when one or more machine breaks down

Next Door
Investigation #3
Alleged SOC violation:
- Standard 2) Provide shelter services in an environment that is safe and free from physical violence…

Complaint Summary: The complainant submitted a complaint alleging that another client aggressively chased her out of the laundry room. In the response, Next Door stated that shelter staff spoke to the other client about the incident and that they client claimed that the complainant antagonizing her and that she as only responding to the complainant’s bullying. The response also stated that shelter management may enter into Behavioral Contracts with clients instead of immediately resorting to denials of service in order to change behavior and to avoid being punitive towards clients. The complainant requested an investigation because she did not believe that Next Door was taking the necessary steps to provide a safe environment for clients to do laundry in.

Findings: The Committee investigation team made an unannounced visit to Next Door in order to survey clients about whether or not the site was maintaining a safe environment in the laundry room. To determine compliance with Standard 2, the team asked clients two questions:
Question #1:
“Have you ever felt unsafe while doing laundry at Next Door?”
Responses:
Yes: 14 Responses
No: 23 Responses
No Response: 5

Question #2:
“Do staff respond quickly to conflicts and arguments between clients?”
Responses:
Yes: 34 Responses
No: 8 Responses

For the site to be out of compliance with Standard 2, the Committee team needed to receive responses from 10% of the total site capacity (33 clients) indicating “Yes” on Question #1 or “No” on Question #2. Question #1 did not receive sufficient responses to determine compliance with Standard 2, but Question #2 received 34 responses from clients indicating that shelter staff respond quickly to conflicts and arguments between clients. As a result, the Next Door was found to be in compliance with Standard 2. Committee staff submitted the following recommendations for Next Door:

Recommendations for Next Door:
- Remind all staff working near the laundry room area to monitor clients for potential arguments and conflicts.

MSC South
Investigation #1
Alleged SOC violation:
- Standard 15) Provide…secure property storage on site...

Complaint Summary: The complainant alleged that staff at MSC threw out his property while he was staying at the hospital even though staff knew that he had been admitted to the hospital. In the response, MSC South stated that shelter staff were adhering to their property storage policies when they discarded the complainant’s property. The response stated that staff told the complainant prior to his hospital stay that the site’s property storage policy is to hold client property for a maximum 72 hours before it would be discarded. The complainant requested an investigation into his complaint because he disputed the portion of the site’s response saying that MSC South was providing secure property storage for shelter clients.

Findings: Committee staff made an unannounced visit to MSC South and inspected the site’s property storage room and the property storage log. Committee staff verified the accuracy of property storage records by randomly selecting records for four clients and locating their property inside the room. Based on these findings, Committee staff determined that the site was in compliance with Standard 15.

Santa Marta/Maria
Investigation #1
Alleged SOC violation:
- Standard 1) Treat all clients equally, with respect and dignity…
- Standard 2) Provide shelter services in an environment that is safe and free from physical violence…

Complaint Summary: The complainant alleges that staff at Santa Marta/Maria have loud conversations at night where they gossip about clients and talk about them using
rude and disrespectful language. The complainant also alleged that he has overheard shelter staff encouraging clients to gossip about and harass other clients. In the response, Santa Marta/Maria stated that they need to see or hear the threats being made in order to apply the site’s grievance policy and that no staff have ever reported having a negative encounter with the complainant. The response also stated that staff will speak to each other after lights out and in between shift changes, but stated that these are debriefings so staff can relay information about what happened in the previous shift. The complainant stated that he requested an investigation into his complaint because he was still hearing staff having inappropriate conversation about clients at night.

**Findings:** Committee staff surveyed 11 clients staying at the Santa Marta/Maria and asked them if they had heard staff having inappropriate conversations about shelter clients. Clients were asked two questions:

**Question #1:**
“Have you heard staff using disrespectful or threatening language when talking to each other about shelter clients?”

**Responses:**
- Yes: 8 Responses
- No: 3 Responses

**Question #2:**
“Have you heard staff encouraging shelter clients to threaten or harass other shelter clients?”

**Responses:**
- Yes: 0 Responses
- No: 11 Responses

Based on these findings, Committee staff have determined that the site is in compliance with Standard 2 but out of compliance with Standard 1. Staff recommended that shelter staff review all client comments and review Shelter Training Manual Ch. 2: Customer Service and Professionalism.