



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: May 10, 2019
RE: April 2019 SOC Staff Report

April Client Complaints

There were a total of 10 complaints submitted to the Shelter Monitoring Committee by 8 unduplicated clients in March 2019. There was one complaint that received a response that did not satisfy the client, the investigation for that complaint is currently pending. There are still three complaints that are open pending a response from the site. Sites have responded to the remaining seven complaints but they are open pending a response from the client.

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 will investigate the allegations listed in the complaint.

Bethel AME

- **Client #1:**
- **Complaint submitted: 4/11/19**
- **Response received: 5/3/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
 - **Standard 2:** Provide shelter services in an environment that is safe...;
- The complainant alleged that shelter staff wouldn't let her inside the facility because they falsely claimed so had an existing DOS. The complainant also stated that a shelter employee grabbed her arm and forced her out of the shelter.
- The response states that the complainant was not denied services, but that she wasn't allowed into the shelter because she was intoxicated. The response denies the allegation that staff physically forced her out of the shelter and states that the complainant was at the entrance and never allowed inside the main shelter area.

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

Dolores St. Shelter – Santa Ana

- **Client #1:**
- **Complaint submitted: 4/25/19**

- **Response received: 5/1/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Make the shelter facility available to shelter clients for sleeping at least 8 hours per night
 - **Standard 19:** Provide...22 inches of space between the sides of sleeping units;
- The complainant alleged that that another client kept coughing in his face at night, so he moved his mat away from the other client. The complainant states that staff told him that he couldn't move his mat because the shelter was too full and overcrowded.
- The response states that clients are not allowed to move mats because they are set up in compliance with the Standards of Care. The response also states that the complainant had moved his mat several feet away from it's original location and was blocking access to a fire extinguisher, which was why staff instructed the complainant to move his mat back.

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

First Friendship

- **Client #1 :**
- **Complaint submitted: 4/15/19**
- **Response received: 4/29/19**
- **Alleged SOC Violations:**
 - **Standard 9:** Engage a nutritionist...and post menus on a daily basis;
- The complainant alleged that her family has been getting sick after eating meals at First Friendship. The complainant also alleged that on one occasion, she saw a shelter cook going to use the restroom without taking her gloves off.
- The response from the Registered Dietician states that she contacted the shelter director about the complaint, who stated that they had not received any other reports about clients getting sick after eating at the site. The response also states that the cook named in the complaint was removed from cooking at the shelter until an investigation could be completed.
- **This complaint was referred to the Registered Dietician for investigation because it includes allegations related to food preparation.**

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

Hospitality House

- **Client #1 :**
- **Complaint submitted: 4/5/19**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 9:** Engage a nutritionist...and post menus on a daily basis;
- The complainant alleged that on two occasions, dirty and unsanitary food containers were used to transport meals from GLIDE to the shelter. The complainant stated that when the containers were open, the food appeared to be spoiled.
- **This complaint was referred to the Registered Dietician for investigation because it includes allegations related to food preparation.**

Open – The site has not yet responded to this complaint

Next Door

- **Client #1, Complaint #1:**
- **Complaint submitted: 4/11/19**

- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is safe...;
- The complainant alleged that staff haven't responded to the multiple reports he's filed about being threatened by another client.
- **This complaint was forwarded to the HSH contract monitor because it contains allegations of threats of violence.**

Open – The site has not yet responded to this complaint

- **Client #1, Complaint #2:**
- **Complaint submitted: 4/24/19**
- **Response received: 4/24/19**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is safe...;
- The complainant alleged that shelter staff moved him to a different bed because he was being threatened by another client. The complainant states that a shelter employee who didn't understand the situation moved him to a different bed that was closer to the other client who was threatening him.
- The response states that management had instructed staff to keep an eye on the complainant and the other client and that they have not noticed any threats of violence. The response also states that because the complainant was in a VA program, he could only be moved to another VA bed.
- **This complaint was forwarded to the HSH contract monitor because it contains allegations of threats of violence.**

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

- **Client #2:**
- **Complaint submitted: 4/15/19**
- **Response received: 4/22/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant alleged that a shelter employee regularly sings gospel music and promotes Christianity inside the shelter which makes non-Christian clients uncomfortable. The complainant also alleged that kitchen staff are rude and that the coffee is always burned.
- The response states that the employee has been given coaching on the promotion of personal beliefs to other guests and that promotion of any religious beliefs are banned inside the shelter. The response also states that the kitchen staff have not heard any complaints about the coffee but that they rewashed the coffee containers anyway. The response also states that management instructed kitchen staff to be more mindful of customer service.

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

- **Client #3:**
- **Complaint submitted: 4/24/19**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
 - **Standard 2:** Provide shelter services in an environment that is safe...;

- **Standard 8:** Provide shelter services in compliance with the Americans with Disabilities Act (ADA), including but not limited to: (i) appropriate and secure storage of medication
- **Standard 15:** Provide shelter clients with secure, pest free property storage inside each shelter...;
- The two complainants alleged that staff cancelled a late pass and reservation for no reason, bagged up the complainant's property but left it on the floor instead of putting it away for storage, that staff were discriminating against one complainants because he is a FTM transgender, that one complainant was threatened by staff, that staff confiscated and improperly stored one complainant's insulin which caused it to go bad and that staff are posting confidential client information in public areas of the shelter.
- **This complaint was forwarded to the HSH contract monitor because it contains allegations of threats of violence.**

Open – The site has responded to this complaint but it is still opening pending a response from the client.

Sanctuary

- **Client #1:**
- **Complaint submitted: 4/11/19**
- **Response received: 4/18/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
 - **Standard 2:** Provide shelter services in an environment that is safe...;
- The complainant alleged that staff have not been addressing another client who is blocking the complainant's access to her drawer and has been sexually harassing her.
- The response states that management investigated the complaint and asked the other client to move a suitcase so it wouldn't impede the complainant's access to her drawer. The response states that since then, the other client has cooperated with staff but that the complainant been very disrespectful towards the other client. The response states that management could not verify the complainant's allegations about being sexually harassed.

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

- **Client #2:**
- **Complaint submitted: 4/19/19**
- **Response received: 4/25/19**
- **Alleged SOC Violations:**
 - **Standard 12:** Provide shelter clients with one clean blanket, two clean sheets, and one pillow enclosed in a plastic or vinyl sleeve with a clean pillowcase;
- The complainant reported that there were many facility issues that were not being addressed, which included: no locks on bathroom stalls, shower walls that are covered in mildew/mold that haven't been deep cleaned, that there is no hot water available in the mornings, that ventilation ducts are covered in dust and more. The complainant also reported that there were two recent incidents where clients overdosed that shelter staff didn't appropriate address.
- The response states that the facility issues were being addressed and denies the allegation that staff didn't appropriately handle the incidents with clients overdosing. The response states that on both occasions, staff responded immediately and called the paramedics for assistance.

Not Satisfied – The client reported that he was not satisfied with the complaint and requested an investigation. That investigation is currently pending.

April Client Complaints by Standard

Standard of Care	Number of complaints alleging violations of this Standard
Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies...	5
Standard 2: Provide shelter services in an environment that is safe and free from physical violence	5
Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act (ADA), including but not limited to: (i) appropriate and secure storage of medication	1
Standard 9: Engage a nutritionist, who shall develop all meal plans, including meal plans for children and pregnant women; and post menus on a daily basis.	2
Standard 12: Provide shelter clients with one clean blanket, two clean sheets, and one pillow enclosed in a plastic or vinyl sleeve with a clean pillowcase...	1
Standard 15: Provide shelter clients with secure, pest free property storage inside each shelter...;	1
Standard 19: Provide...22 inches of space between the sides of sleeping units	1

Please note that each complaint can include alleged violations of more than one Standard of Care

April Investigations

The Committee completed two investigations in April for a clients who were not satisfied with the site's response to their complaint. The following section provides an overview of the investigations, including any findings and recommendations:

Bethel AME

Complaint filed: December 13, 2018

Response received: December 27, 2018

Investigation requested: January 3, 2019

Investigation completed: April 4, 2019

Alleged SOC violations:

- **Standard 1:** Treat clients equally, with respect and dignity...;
- **Standard 2:** Provide shelter services in an environment that is safe...;
- **Standard 3:** ...clean shelters on a daily basis...;

Allegations:

- **Standard 1:** Shelter staff gave her an unjustified write-up for looking at donated clothing and physically grabbed two items out of her hands
- **Standard 1:** Shelter staff are making up rules to discriminate against the complainant, such as making her sleep in between two clients, not allowing her to charge her laptop, not allowing her to bring a cart into the shelter and by loudly discussing confidential client issues in public areas of the shelter.
- **Standard 2:** Shelter staff are allowing another client to repeatedly threaten other clients inside the shelter while she's intoxicated. The complainant alleged that this happens because staff are not present inside the main shelter area during the graveyard shift.
- **Standard 3:** Shelter staff are not cleaning sleeping mats every day, which results in visible stains from other clients being left on the mats.

Investigation: Committee staff made multiple visits to Bethel AME to inspect the facilities and to interview shelter staff.

Findings:

- The shelter employee denied grabbing items out of the complainant's hand or being rude or disrespectful to the complainant. The shelter employee stated that he instructed the complainant to return to her mat because clients were allowed to take two items from the donation pile and that the complainant had already taken two items.
 - **Inconclusive, no corrective action recommended**
- Shelter staff denied the allegation that they were making up rules to discriminate against the client. Staff reported that they normally assigned the complainant to mats on the outer portion of the sleeping area as a result of her reasonable accommodation request. Shelter staff also stated that the complainant was not allowed to bring keep a cart inside the shelter because it was blocking off the aisles in the sleeping area and that the site implemented a rule banning all large carts from the site. Shelter staff also reported that the site is not required to allow clients to charge laptops, only medical devices, and states that staff bring clients into the hallway or other private areas when discussing confidential matters.
 - **Inconclusive, no corrective action recommended**
- Shelter staff denied the allegation that they would leave the shelter during the graveyard shift and stated that the only time they would leave the shelter were during breaks. Shelter staff also

reported that they had not witnessed any clients threatening others and that the client named in the complaint normally falls asleep shortly after entering the shelter.

- **Inconclusive, no corrective action recommended**
- Committee staff made two visits to Bethel AME in order to observe staff cleaning procedures and to inspect sleeping mats. Shelter management reported that staff on the morning shift should be cleaning the mats before putting them away for storage and that the staff on the evening shift should be de-odorizing the mats before setting them up for the evening. During the visit on the evening of 2/20/19, Committee staff noted several mats that had visible stains that had not been cleaned by shelter staff. Committee staff determined that although the cleaning procedures in place are sufficient, they are not being consistently applied by shelter staff.
 - **Out of Compliance, Standard 3**
 - **Recommended corrective action:**
 - **#1: For Bethel AME:** Please review cleaning procedures with staff on the morning and evening shifts.
 - **#2: For the Committee:** Committee staff will make three unannounced visits to Bethel AME over the next 90 days specifically for the purposes of documenting the cleanliness of the sleeping mats. Committee staff will provide a follow-up report after each check to the Shelter Monitoring Committee, Bethel AME and HSH.

Next Door

Complaint filed: January 9, 2019

Response received: January 14, 2019 – Registered Dietician response; January 29, 2019 – Shelter response

Investigation requested: February 4, 2019

Investigation completed: April 25, 2019

Alleged SOC violations:

- **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter policies and grievance process
- **Standard 2:** Provide shelter services in an environment that is safe...;

Allegations:

- **Standard 1:** Shelter staff ignored the complainant's request to be let into the laundry room. Later, the same employee accused the complainant of letting himself into the laundry room and adding extra time to the dryer.
- **Standard 1:** Shelter staff dropped the complainant's bed for not checking in even though he had done so earlier in the shift.
- **Standard 2:** After shelter staff incorrectly dropped the complainant's bed, they chased him around the shelter before picking him up to try and physically throw him out of the shelter.
- **Standard 2:** Another client was seen swinging a hammer around inside the shelter. The complainant claimed that when he reported the client to staff, staff told him write up an incident report because he was "already being a snitch". Complainant also alleged that staff made him leave the shelter but allowed the other client with the hammer to stay.
- **Standard 2:** After the complainant started recording security officers inside the shelter, a shelter employee walked up and tried to hit him.

Investigation: Committee staff sent Next Door management a set of written questions for staff and determined the following:

Findings:

- Management reported that the shelter employee named in the complaint regarding the incidents with the laundry room is no longer employed by the site and unavailable for further interview.
 - **Inconclusive, no corrective action recommended**
- The complainant provided Committee staff with a printout containing information related to his reservation history. The printout states that although the complainant checked into the shelter on 11/28/18, his bed was still released. Shelter management interviewed the supervisor that was on-duty that night, who stated that he could not remember the reason why the bed was dropped. Next Door stated that they would like to apologize to the complainant and has provided coaching to the supervisor.
 - **Out of Compliance, Standard 1**
 - **Recommended Corrective Action:**
 - Committee staff will monitor future Next Door client complaints and will report to the Committee, shelter management and HSH if there are future complaints alleging clients' beds being released after checking in for the night.
- Shelter management reported that there were no witness accounts of any staff chasing the complainant around the floor or throwing him out of the facility.
 - **Inconclusive, no corrective action recommended**
- Committee staff confirmed that the client who brought the hammer into the shelter was denied services for threats of violence with a weapon, although the client was allowed to collect his property before leaving the facility. Shelter staff reported that none of them had called the complainant a snitch and that it is standard practice to ask clients to fill out incident reports in addition to staff reports.
 - **Inconclusive, no corrective action recommended**
- The complainant provided a video that showed a shelter employee attempting to hit him.
 - **Out of Compliance, Standard 2**
 - **Corrective Action:** Shelter management reported in the initial response to the complaint that their Human Resources Department had taken investigative/disciplinary action against Employee B. During the investigation, shelter management informed Committee staff that Employee B was no longer employed by the site and was unavailable for further interview. **As a result, no additional corrective action is recommended.**

Total Client Complaints FY 2018-2019

Site	Site Capacity	7/18	8/18	9/18	10/18	11/18	12/18	1/19	2/19	3/19	4/19	Total (FY18-19)
A Woman's Place	11 mats	0	0	0	0	0	0	0	1	0	0	1
A Woman's Place Drop In Center	63 chairs	1	0	1	1	0	1	2	0	1	0	7
Bethel AME	30 mats	5	4	2	1	3	3	3	3	1	1	26
Compass	22 families	0	0	0	0	0	0	0	0	0	0	0
Dolores St - Santa Marta/Maria/Ana/ Jazzie's Place	56 beds	0	0	0	0	0	0	1	1	0	1	3
First Friendship	25 families	0	0	0	0	0	0	0	0	0	1	1
Hamilton Emergency	22 families	0	0	1	0	0	0	0	0	0	0	1
Hamilton Family	27 families	1	1	0	0	0	0	0	1	0	0	3
Harbor House	30 families	-	-	-	-	-	-	-	-	0	0	0
Hospitality House	30 beds/mats	0	0	0	0	0	0	0	0	1	1	2
Interfaith Winter Shelter *seasonal shelter only open during winter months	60-100 mats depending on the site	0	0	0	0	0	0	1	0	1	0	2
Lark Inn	40 beds	0	0	0	0	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	0	0	0	0	0	1	0	0	0	0	1
MSC South Shelter	340 beds	0	2	3	4	2	1	1	3	0	0	16
MSC South Drop In Center	75 chairs	0	1	0	0	1	1	0	0	0	0	3
Next Door	334 beds	5	2	2	4	2	8	5	4	1	4	37
Providence	110 mats	4	1	0	0	0	0	0	0	0	0	5
Sanctuary	200 beds	3	4	3	3	4	2	5	2	2	2	30
Santa Ana	28 beds	0	0	0	0	0	0	0	0	0	0	0
St. Joseph's	10 families	0	0	0	0	0	0	0	0	0	0	0
United Council	48 chairs	0	0	0	1	0	0	0	0	0	0	1
Total	Single adult: 1203 beds/mats Interfaith: 60-100 mats Resource Centers: 256 chairs Family: 106 families	19	15	12	14	12	17	18	15	7	10	139

April Site Visit Infractions

The Committee completed 7 unannounced site visits in April 2019. There were no infractions noted on the visit to Dolores St. Shelter and the infractions noted on the visits to Compass and Mission Neighborhood Resource Center are currently pending. The infractions from the remaining 4 site visits are listed below:

A Woman's Place

Site visit date: 4/9/19

Infractions submitted to site: 4/24/19

Site responded: 5/3/19

SOC Infractions:

- **Standard 3:** 1 toilet on first floor out of order needs to be repaired – **Ongoing, site working on repairs**
- **Standard 8:** No signage posted noting case management availability and accessibility; no ADA liaison information posted – **Resolved**
- **Standard 9:** No menus posted in English and Spanish – **Resolved**
- **Standard 10:** Kitchen staff unaware of any dietary modifications available for clients (vegetarian meals) – **Resolved**
- **Standard 18:** Staff reported that there is no TTY machine on site or signage posted on where clients can access TTY – **Resolved**
- **Standard 21:** Staff unaware of how to access professional translation services, staff report that they utilize Google Translate – **Resolved**
- **Standard 22:** No bilingual English/Spanish speaking front-line staff – **Ongoing, repeat infraction noted on 3 previous visits**
- **Standard 25:** Staff not wearing ID badges – **Resolved**

Harbor House

Site visit date: 4/29/19

Infractions submitted to site: 5/10/19

Site responded: Pending

SOC Infractions:

- **Standard 6:** Gloves not available in at least two sizes – **Pending**
- **Standard 8:** Reasonable accommodation form not available in Spanish – **Pending**
- **Standard 20:** Not all shelter signage available in English and Spanish – **Pending**
- **Standard 30:** Staff not being provided with appropriate personal protective equipment (gloves not available in at least two sizes) – **Pending**

Providence

Site visit date: 4/24/19

Infractions submitted to site: 5/10/19

Site responded: **Pending**

SOC Infractions:

- **Standard 8:** No signage posted noting case management availability and accessibility – **Pending**
- **Standard 12:** Clients not being provided pillows and pillowcases (site isn't contracted to provide these items) – **Pending**
- **Standard 21:** No Language Link or other professional translation service available, translators available in select languages – **Pending**

United Council

Site visit date: 4/24/19

Infractions submitted to site: 5/10/19

Site responded: **Pending**

SOC Infractions:

- **Standard 3:** Soap dispenser missing lid/cover – **Pending**
- **Standard 6:** No anti-biotic ointment in first aid kits – **Pending**
- **Standard 8:** Laundry, shower times, and case management information not posted in English and Spanish; Reasonable accommodation forms not available in English and Spanish – **Pending**
- **Standard 11:** “Smoking Prohibited” signs not posted in English and Spanish – **Pending**
- **Standard 17:** No signs posted noting expected repair date of facility issues – **Pending**
- **Standard 18:** No English signage noting where clients can access a TTY machine – **Pending**
- **Standard 20:** Not all City and shelter materials posted in English and Spanish – **Pending**
- **Standard 21:** No Language Link or other professional translation service available – **Pending, repeat infraction noted on two previous visits**
- **Standard 22:** No bilingual English and Spanish speaking front-line staff employed by this site – **Pending, repeat infraction noted on two previous visits**
- **Standard 23:** Staff could not locate emergency disaster plan – **Pending**
- **Standard 30:** No protective gowns for staff – **Pending**

FY2018-2019 Unannounced Site Visit Tally

Site	7/18	8/18	9/18	10/18	11/18	12/18	1/19	2/19	3/19	4/19	Total (FY18-19)
A Woman's Place	1	1	0	0	0	0	1	0	0	1	4
A Woman's Place Drop In Center	0	1	0	1	0	0	0	1	0	0	3
Bethel AME	0	1	0	0	1	0	0	0	1	0	3
Compass	0	0	0	0	0	1	1	0	1	1	4
Dolores St. Shelter (Santa Marta/Maria/Ana/ Jazzie's Place)	1	0	0	0	0	1	0	0	1	1	4
First Friendship	1	0	0	0	1	0	0	0	1	0	3
Hamilton Emergency	1	0	0	1	0	0	0	1	0	0	3
Hamilton Family	1	0	0	1	0	0	0	1	0	0	3
Harbor House (new site)	-	-	-	-	-	-	-	-	0	1	1
Hospitality House	0	0	0	1	0	1	0	0	1	0	3
Interfaith Winter Shelter	0	0	0	0	0	0	0	1	1	0	2
Lark Inn	1	0	0	0	1	0	1	0	0	0	3
Mission Neighborhood Resource Ctr.	0	0	0	0	1	0	1	0	0	1	3
MSC South Shelter	1	0	0	0	1	0	0	0	1	0	3
MSC South Drop In Center	1	0	0	1	0	0	0	0	1	0	3
Next Door	1	1	0	0	0	0	0	0	1	0	3
Providence	0	0	1	0	0	0	0	1	0	1	3
Sanctuary	1	0	1	0	0	0	0	0	1	0	3
Santa Ana* moved to Dolores St. Shelter site on 10/15/18	1	0	0	0	0	0	0	0	0	0	1
St. Joseph's	0	1	0	0	1	0	0	0	1	0	3
United Council	0	0	1	0	0	0	0	1	0	1	3
Total	11	5	3	5	6	3	4	6	11	7	61

The Shelter Monitoring Committee is required to complete four unannounced visits to each site on an annual basis.

FY2018-2019 Announced Site Visit Tally

Site	7/18	8/18	9/18	10/18	11/18	12/18	1/19	2/19	3/19	4/19	Total FY18- 19
A Woman's Place				1							1
A Woman's Place Drop In Center			1							1	2
Bethel AME			1							1	2
Compass				1							1
First Friendship			1							1	2
Hamilton Emergency			1								1
Hamilton Family			1								1
Harbor House											0
Hospitality House		1									1
Interfaith Winter Shelter									1		1
Lark Inn			1								1
Mission Neighborhood Resource Ctr.		1								1	2
MSC South Shelter			1								1
MSC South Drop In Center					1						1
Next Door					1					1	2
Providence											0
Sanctuary						1				1	2
Dolores St. Shelter						1					1
St. Joseph's		1									1
United Council											0
Total	0	3	7	2	2	2	0	0	1	6	23

The Committee is required to make two announced site visits to each site each year to survey clients.

Staff Update and Committee Membership

Membership

There are currently three unfilled seats on the Shelter Monitoring Committee:

Board of Supervisors:

Seat 1-Must be homeless or formerly homeless who is living or has lived with their homeless child under the age of 18.

Seat 2-Must be homeless or formerly homeless within the three years prior to being appointed, and who has a disability

Mayor's Office:

Seat 3- Must be homeless or formerly homeless who has experience providing direct services to the homeless through a community setting

If you are interested in applying for a seat on the Committee, please contact Howard Chen at 415-255-3653 or email howard.c.chen@sfdph.org for more information.

FY2018-2019 Meeting Calendar

- June 19