



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: May 13, 2015
RE: April 2015 SOC Report

Overview of Complaints

There were a total of eleven complaints in April 2015. Ten individual clients filed complaints along with one Committee generated complaint through site inspections this month.

Investigations

There were no investigations for the month of April.

Types of Complaints

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 conducts an investigation.*

First Friendship

Complainants: 1

Type of Complainant: Committee

- During a site inspection, Committee members noted that no sheets were provided to clients, there were no ADA compliant toilets/showers/sinks in the men's and women's bathrooms, there was not an ADA liaison on duty, ADA information/Reasonable Accommodation/no smoking signs were not posted in English and Spanish, staff had not been provided training on de-escalation techniques or cultural competency, there was no Language Link or tokens available, staff were not wearing ID badges and there was no information available for clients about the next community meeting.

This case is pending until the site responds to the SOC violations noted in the Committee complaint.

Hospitality House

Complainants: 1

Type of Complainant: Client

- The client alleged that a shelter employee spoke to him in a very loud and rude tone, did not allow the client to use a personal blanket, refused to serve him

breakfast, slammed a door in his face and would not provide her name to the client.

The site responded to the complaint but the case is still pending as we are awaiting the client response.

Mission Neighborhood Resource Center

Complainants: 1

Type of Complainant: Committee

- During a site inspection, Committee members noted that there were no tokens available for clients

MNRC responded to the complaint by notifying the Committee that case managers were given additional tokens for daily distribution on 4/27/15, resolving the issue noted during the site inspection.

MSC-South Shelter

Complainants: 4

Type of Complainant: Client

- One client claims he notified staff of another client behaving suspiciously in the men's shower, but staff did not take any action to investigate.

The client was satisfied with the site's response to the complaint. As a result, the case has been closed.

- One client claims that staff discarded his belongings even though he returned to pick them up before the 72 hour deadline he was given.

The site responded to the complaint and the client has escalated the dispute to Small Claims Court. As a result, the case has now been closed.

- One client claims that she was verbally threatened by another client and was physically assaulted outside of the MSC South building.

The site responded to the complaint but the case is still pending as we are awaiting the client response.

- One client claims that a security guard has made inappropriate comments towards her as well as sexually harassing her with the metal detector.

This case is still open as the site has yet to respond to the complaint.

Next Door

Complainants: 4

Type of Complainant: Client

- One client alleges a staff member uses loud profanities when addressing clients.

The site responded to the complaint but the case is still pending as we are awaiting the client response.

- One client alleges that a security guard was watching a basketball game and yelling out in excitement while on duty.

This case is still open as the site has yet to respond to the complaint.

- One client alleges that he was being harassed by a staff employee for not following rules that other clients were not being asked to follow.

This case is still open as the site has yet to respond to the complaint.

- One client alleges that a staff member is verbally abusive to transgender clients and shows favoritism to African American clients.

The site responded to the complaint but the case is still pending as we are awaiting the client response.

Table: Total Complaints for FY 2014-2015

Site	7/14	8/14	9/14	10/14	11/14	12/14	1/15	2/15	3/15	4/15	Total
A Woman's Place	0	0	0	0	1	0	0	0	0	0	1
A Woman's Place Drop In Center	2	1	1	1	0	0	0	1	2	0	8
Compass	0	0	0	0	0	0	0	0	1	0	1
First Friendship Family	0	1	0	0	0	0	0	0	0	1	2
Hamilton Family & Emergency	0	2	1	1	1	0	1	0	0	0	6
Hospitality House	1	0	0	0	4	1	0	0	0	1	7
Interfaith Winter Shelter	0	0	0	0	0	0	0	0	0	0	0
Interfaith Bethel AME	0	0	0	0	0	0	0	2	1	0	3
Lark Inn	2	0	0	0	0	0	0	0	0	0	2
Mission Neighborhood Resource Ctr.	3	1	0	0	0	0	0	0	0	1	5
MSC South Shelter	2	0	0	3	2	1	0	1	2	4	15
MSC Drop In Center	0	1	0	1	0	0	2	0	1	0	5
Next Door	2	5	3	2	5	2	3	2	3	4	31
Providence	2	2	0	1	0	1	0	0	0	0	6
Sanctuary	6	0	1	1	1	0	0	0	0	0	9
Santa Ana	0	0	0	0	0	0	0	0	0	0	0
Santa Marta/Maria	2	0	0	0	0	0	0	0	0	0	2
St. Joseph's	0	0	0	0	0	0	0	0	0	0	0
United Council	0	0	0	0	0	0	0	0	0	0	0
Total	22	13	6	10	14	5	6	6	10	11	103