



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: May 18, 2016
RE: April 2016 SOC and Staff Report

Standards of Care and Staff Report

Overview of Complaints

There were a total of 9 client complaints submitted to the Shelter Monitoring Committee in April 2016.

Investigations

There were two investigations completed in the month of April, both at Next Door:

Investigation #1, Next Door:

In the original complaint, the complainant stated that there was a bed bug infestation in the 3rd Floor men's sleeping area. The complainant also stated that there was an insect infestation with a bacterial component making him sick and that staff was not adequately responding to his complaints about these issues.

In the response, Next Door stated that they implemented their bed bug policy for the complainant. This policy included providing the complainant with a new mattress, washing his bedding and clothes and steaming any items that could not be washed. Next Door also stated that they had checked the client's bed multiple times after implementing the policy and were unable to detect any bed bugs.

The complainant stated that he was not satisfied with Next Door's response because there were still bed bugs present in the sleeping area near his bed.

Shelter Monitoring Committee staff visited Next Door to determine whether or not there were still bed bugs near the complainant's bed. Committee staff were unable to find any bed bugs or other insects after a physical inspection of the complainant's mattresses, bedding and immediate sleeping area.

Based on these findings and the steps that Next Door has already taken through implementation of the site's bed bug policy (providing the client with a new mattress, washing bedding/clothing and steaming any possessions that could not be washed), Committee staff determined that Next Door was in compliance with Standard 3 of the Standards of Care.

Investigation #2, Next Door:

In the original complaint, the complainant stated that she had submitted two reasonable accommodation requests for bed changes but that she never heard back from staff. The complainant alleged that several other clients had received bed changes but she had yet to even receive a response to her request to change beds.

In the response, Next Door stated that they had received the complainant's reasonable accommodation request for a bed change and that they had approved it but asked the client to be patient while they identified an appropriate bed for her to be moved to.

The complainant stated that she was not satisfied with the site's response because it had been close to two weeks since she submitted her request and that she believed it was unreasonable for the site to take that long to identify a bed for her, especially because she had a medical reason for the bed change.

Shelter Monitoring Committee staff visited Next Door to determine if the site was making a reasonable attempt to accommodate the complainant's request for a bed change. Committee staff spoke to the Site Manager and reviewed the site's bed change request procedures and records. After examining Next Door's bed change records, Committee staff determined that the complainant had received a bed change prior to the investigation taking place. However the site's records do not indicate the exact date when the bed change was granted. Committee staff attempted to contact the client to determine when her bed change request was granted but did not receive a response.

Due to the fact that the specific date when the complainant received her bed change could not be verified with the site or the client, Committee staff were unable to conclusively determine whether or not Next Door handled the complainant's request in a timely manner. Committee staff recommended that Next Door begin to track when bed changes are actually granted in addition to when they were approved by shelter management.

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.*

April Client Complaints

Bethel AME

Complainants: 1

- **Complaint submitted: 4/26/16**
- **Response received: 5/10/16**
- The client alleged that one of the staff uses disrespectful language when asking clients to leave the site in the mornings.

This complaint is closed due to client satisfaction with the site's response.

MSC South

Complainants: 1

- **Complaint submitted: 4/29/16**
- **Response received: 5/6/16**
- The complainant alleged that staff were not taking action to address other clients that were harassing her, staff spoke to her using disrespectful language and that her reasonable accommodation requests were not being responded to.

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

MSC South Drop-In

Complainants: 3

- **Complainant #1**
 - **Complaint submitted: 4/26/16**
 - **Response received: 5/3/16**
 - The complainant alleged that his reasonable accommodation request for a chair while waiting in line for the Drop-In was not being fulfilled by the site.

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

- **Complainant #2**
 - **Complaint submitted: 4/28/16**
 - **Response received: 5/5/16**
 - The complainant alleged that female staff were speaking to clients using disrespectful language, looking inside the men's restroom and security staff were not wearing ID badges.

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

- **Complainant #3**
 - **Complaint submitted: 4/29/16**
 - **Response received: 5/6/16**
 - The complainant alleged that staff were discriminating against him by giving beds to clients that arrived at the Drop-In after he did. He also alleged that staff were not giving him laundry vouchers and that there is drug dealing activity happening in the Men's Restroom.

The client did not provide any contact information when submitting the complaint. As a result, this complaint is now closed.

Next Door

Complainants: 3

- **Complainant #1:**
 - **Complaint submitted: 4/7/16**
 - **Response received: 4/9/16**
 - The client alleged that another client was physically threatening her and staff did not take action to intervene.

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

- **Complainant #2:**

- **Complaint submitted: 4/14/16**
- **Response received: 4/20/16**
- The client alleged that there is a bed bug infestation in the men's sleeping area and staff are not taking adequate steps to address it.

The client was not satisfied with the site's response, which prompted an investigation by Committee staff. The results of the investigation can be found on Page 1 of this report.

- **Complainant #3, Complaint #1:**

- **Complaint submitted: 4/18/16**
- **Response received: 4/20/16**
- The complainant alleged that shelter staff are not granted her reasonable accommodation request for a bed change even though she has a doctor's note.

The client was not satisfied with the site's response, which prompted an investigation by Committee staff. The results of the investigation can be found on Page 1 of this report.

- **Complainant #3, Complaint #2:**

- **Complaint submitted: 4/26/16**
- **Response received: 4/28/16**
- The complainant alleged that she was attacked by another client and staff did not step in to intervene.

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

Table: Total Complaints for FY 2015-2016

Site	7/15	8/15	9/15	10/15	11/15	12/15	1/16	2/16	3/16	4/16	Total (15-16 FY)
A Woman's Place	0	1	0	0	0	0	1	0	0	0	2
A Woman's Place Drop In Center	1	1	0	0	0	0	1	1	1	0	5
Bethel AME	1	2	1	0	1	0	0	1	1	1	7
Compass	0	0	0	1	2	0	0	0	0	0	3
First Friendship Family	0	2	1	0	1	0	0	0	0	0	4
Hamilton Emergency	0	0	0	0	0	0	0	0	0	0	0
Hamilton Family	0	0	0	1	0	0	0	0	1	0	2
Hospitality House	0	0	0	0	0	0	0	0	0	0	0
Interfaith Winter Shelter	0	0	0	0	1	1	0	0	0	0	2
Jazzie's Place	0	0	0	1	0	0	0	1	1	0	3
Lark Inn	0	0	0	0	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	0	0	0	0	0	0	0	0	0	0	0
MSC South Shelter	1	2	5	2	1	4	1	0	1	1	18
MSC Drop In Center	1	2	2	0	2	1	0	0	1	3	12
Next Door	4	4	3	4	2	2	2	0	3	4	28
Providence	1	0	1	1	0	0	0	1	1	0	5
Sanctuary	4	1	2	1	0	0	0	0	0	0	8
Santa Ana	0	0	0	0	0	1	0	0	1	0	2
Santa Marta/Maria	0	0	0	0	0	0	0	0	0	0	0
St. Joseph's	0	0	0	0	0	0	0	0	0	0	0
United Council	0	0	0	0	0	0	0	0	1	0	1
Total	13	15	15	11	10	9	5	4	12	9	103

Site Visits

There were a total of four announced site visits conducted in April, which generated one infraction report. Site inspections and staff interviews were not conducted on the three site visits at Providence, United Council and Sanctuary because the site visit teams were focused on gathering the required number of client surveys (10% of the total client capacity of each site). The Committee was able to complete a site inspection of A Woman's Place Drop-In in addition to the required amount of client surveys.

Shelter	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total	
A Woman's Place	1						1				1	0	1	0	2	
AWPDI	1					1			1		1	1	1	1	4	
Bethel AME			1	1					1		1	1	1	0	3	
Compass				1		1			1		1	1	1	0	3	
First Friendship			1			1			1		1	1	1	0	3	
Hamilton Emergency Shelter			1			1					1	1	1	0	3	
Hamilton Family Shelter			1			1					1	1	1	0	3	
Hospitality House				1		1					1	1	1	0	3	
Interfaith									1		0	0	1	0	1	
Jazzie's Place				1		1			1		1	1	1	0	3	
Lark Inn	1					1			1		1	1	1	0	3	
MSC Drop In				1		1			1		1	1	1	0	3	
MSC Shelter	1					1			1		1	1	1	0	3	
MNRC				1		1			1		1	1	1	0	3	
Next Door				1					1		1	0	1	0	2	
Providence				1		1			1		1	1	1	1	4	
Sanctuary	1				1			1			1	1	1	1	4	
Santa Ana			1						1	1	1	0	2	0	3	
Santa Marta/Santa Maria				1			1			1	1	1	1	0	3	
St. Joseph's				1			1			1	1	1	1	0	3	
United Council				1		1			1		1	1	1	1	4	
											Quarterly Totals	20	17	22	4	63
											Assigned Number of Visits	20	21	21	20	82
											Percentage of Compliance	100%	81%	105%	20% (4th Quarter compliance through April 2016, Quarter ends June 2016)	77% (Annual compliance, FY ending in June 2016)

April Site Visit Infractions and Client Survey Results

A Woman's Place Drop In

- **Site Visit Date:** 4/19/16
- **Date infractions submitted to site:** 4/25/16
- **Response received:** 5/5/16
- **Surveys completed:** 6
- The Committee visited the site once during the reporting period and noted the following SOC infractions:
 - Battery in AED needed to be replaced – **Resolved**
 - No Language Link or other professional translation service – **Ongoing due to lack of funding**
 - No bilingual English/Spanish speaking staff on duty - **Ongoing**

- No MUNI tokens or alternative transportation options for clients going to medical, permanent housing, job search, etc. – **Ongoing due to lack of funding**
- The Committee conducted one visit to this site during this reporting period and collected the following responses to client surveys:
 - #1: Do staff treat you with respect
 - Yes: **5 clients**
 - No: **1 clients**
 - #2: Do you feel discriminated against because of your age, disability, gender, race, religion, sexual orientation or transgender status?
 - Yes: **2 clients**
 - No: **4 clients**
 - #3: Do you feel safe at the shelter?
 - Yes: **5 clients**
 - No: **1 client**
 - #4: How do staff respond to conflicts and arguments between clients? (Do they get involved? Do they ignore the conflict?)
 - “They get involved!”
 - “Some incite more arguing and screaming (the reactionary unmellow people on staff). There is horrible favoritism especially with one supervisor. The staff uses bad language often and LOUD, no matter what hour or who is sleeping.”
 - “Disputes and fights are ignored.”

Providence

- **Site Visit Date:** 4/21/16
- **Surveys completed:** 16
- The Committee conducted one visit to this site during this reporting period and collected the following responses to client surveys:
 - #1: Do you feel safe at the shelter? **Average answer: Sometimes (3.82/5)**
 - #2: Does staff treat you with respect and speak to you in a professional manner? **Average answer: Often (4.05/5)**
 - #3: Does staff de-escalate arguments and help to break up verbal fights between clients? **Average answer: Sometimes (3.77/5)**
 - #4: Is the sleeping area quiet at night? **Average answer: Sometimes (3.64/5)**
 - #5: Do the meals provided here meet your needs, e.g. enough food provided to accommodate your special needs like being vegetarian? **Average answer: Sometimes (3.95/5)**
 - #6: Has your “bed” ever been dropped? Have you ever lost a reservation at the site? **Average answer: Never (2.23)**
 - #6: How long have you been at this shelter? **Average answer: More than one month (4.05/5)**

Sanctuary

- **Site Visit Date:** 4/26/16
- **Surveys completed:** 22
- The Committee conducted one visit to this site during this reporting period and collected the following responses to client surveys:

- #1: Do you feel safe at the shelter? **Average answer: Often (4.06/5)**
- #2: Does staff treat you with respect and speak to you in a professional manner? **Average answer: Often (4.13/5)**
- #3: Does staff de-escalate arguments and help to break up verbal fights between clients? **Average answer: Sometimes (3.44/5)**
- #4: Is the sleeping area quiet at night? **Average answer: Sometimes (3.63/5)**
- #5: Has your “bed” ever been dropped? Have you ever lost a reservation at the site? **Average answer: Never (2.13)**
- #6: How long have you been at this shelter? **Average answer: Less than one month (3.44/5)**

United Council

- **Site Visit Date:** 4/21/16
- **Surveys completed:** 7
- The Committee conducted one visit to this site during this reporting period and collected the following responses to client surveys:
 - #1: Do you feel safe at the shelter?
 - Yes: **5 clients**
 - No: **2 clients**
 - #1: Do staff treat you with respect?
 - Yes: **7 clients**
 - No: **None**
 - #2: Do you feel discriminated against because of your age, disability, gender, race, religion, sexual orientation or transgender status?
 - Yes: **1 client**
 - No: **6 clients**
 - #3: Do you feel safe at the shelter?
 - Yes: **7 clients**
 - No: **0 clients**
 - #4: How do staff respond to conflicts and arguments between clients? (Do they get involved? Do they ignore the conflict?)
 - “Asks issue, allow client to vent/express themselves, then staff investigates and resolves the issue”
 - “Resolve quickly”
 - “No, they don't respond quickly”
 - “Very good”
 - “Quickly resolve”

Vacancies

The Committee currently has eleven members; seven members are required to reach and maintain quorum. It is essential that you contact the Chair and staff immediately if you do not think you will be able to make the next scheduled meeting. Please refer to the schedule of meetings at the end of this report.

There are currently two vacancies on the Committee. Please reach out to the community and encourage people to apply. The Committee continues to need bilingual Spanish speaking members.

Board of Supervisor appointments

* Seat 1-Must be homeless or formerly homeless within the 3 years period to appointment and living with their homeless child under age 18 – Appointment pending

* Seat 3- Must have experience providing direct services to the homeless through a community setting.

Interested persons can also contact Committee staff, Jeff Simbe at 415-255-3647 who can assist applicants through application process.

2016 Meeting Calendar

June 15

July 20

August 17

September 21

October 19

November 16

December 21

Presentations for future SMC Meetings

June - Hamilton

Please contact staff if you have any suggestions for presenters.

Trainings

Committee staff conducted Standards of Care trainings for staff at A Woman's Place and A Woman's Place Drop-In in April.

Information Request Procedures

Once the Committee has discussed a proposed Information Request, Committee Staff will read the exact language in the Information Request out loud prior to public comment and the vote to approve the request. Once the information request has been approved, Committee staff will type up the request on Shelter Monitoring Committee letterhead and submit it to the appropriate City department.

City Departments have 15 days to respond to an information request. Committee staff will request a written explanation of why the information request was not responded to if the requested information is not provided within 15 days.