



City and County of San Francisco

# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** September 14, 2018  
**RE:** August SOC Staff Report

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### August Client Complaints

There were a total of fifteen complaints submitted to the Shelter Monitoring Committee by twelve unduplicated clients in August 2018. There are four complaints currently open pending a response from the site. Sites have responded to the other eleven complaints but they are still 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 conducts an investigation.*

### Bethel AME

- **Client #1:**
- **Complaint submitted: 8/14/18**
- **Response received: 8/14/18**
- **Alleged SOC Violations:**
  - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that a male shelter employee chased her into the women's restroom and tried to kick her out of the shelter in the middle of the night.
- The response states that the client went into the women's restroom and started screaming and causing a disturbance in the middle of the night. The response states that female staff checked on the complainant while the complainant was in the restroom and denied her services when she continued to cause a disturbance when she returned to the shelter area.

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

- **Client #2, Complaint #1:**
- **Complaint submitted: 8/14/18**
- **Response received: 9/5/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...

- The complainant alleged that a shelter staff gave her an DOS for not being packed and ready to leave the shelter by 6:30 AM, when shelter rules state that clients have until 7:00 to leave the site.
- The response states that on the day of the incident, there was a special event at the Bethel AME church that impacted the shelter's operating hours and resulted in the lights being turned off a half hour after they were supposed to. The response states that in order to allow clients to get their full 8 hours of sleep, staff decided to turn the lights on at 6:30 AM instead of 6:00 AM. The response also states that the complainant was not DOS'd, just written up for causing a disruption inside the shelter.

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

- **Client #2, Complaint #2:**
- **Complaint submitted: 8/23/18**
- **Response received: Pending**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...
  - **Standard 8:** Provide shelter services in compliance with the ADA...
  - **Standard 19:** Provide 22 inches between the sides of sleeping units...
- The complainant alleged that shelter staff are prohibiting her from bringing a small cart into the shelter even though she had an approved reasonable accommodation. The complainant also alleged that it is not clear who the ADA liaison is at the shelter and that the sleeping mats are less than 22 inches of space apart.

*Open – Site has not responded to this complaint*

- **Client #3**
- **Complaint submitted: 8/21/18**
- **Registered Dietician response received: 8/30/18**
- **Shelter response received: 9/12/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 9:** Engage a nutritionist who shall develop all meal plans...
- The complainant alleged that a shelter employee refused to check her in and DOS'd her for one night for no reason. The complainant states that when she returned to Bethel AME two days later, she was told that she had a permanent DOS. The complainant also alleged that a different employee responsible for preparing meals does not wash her hands after using the restroom.
- **This complaint was forwarded to the Registered Dietician because it contains allegations re. food preparation.**
- The response from the site states that the complainant was DOS'd for one night because she was causing a disturbance while she was trying to check in. The response states that when the client returned to the shelter, she was spoke to staff with racist and threatening language, which resulted in a longer denial of service. The response also states that client cannot know if staff are washing their hands because staff use a different restroom than clients do.
- The response from the Registered Dietician states that the employee in question received annual Proper Food Handling Training and that staff and clients use different bathrooms, so the client would not be able to witness the employee's hand washing.

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

### Hamilton Family Shelter

- **Client #1**
- **Complaint submitted: 8/28/18**
- **Response received: 8/29/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that shelter staff were discriminating against her child because they would not enroll her in a Children's Program even though she met the eligibility requirements.
- The response states that there are actually two after school children's programs and that while the complainant's child was not eligible for one, she was eligible for the other. The response states that shelter staff may not have adequately explained the differences between the programs to the client and that they would be happy to meet with the client to discuss her concerns.

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

### MSC South

- **Client #1**
- **Complaint submitted: 8/16/18**
- **Response received: 8/24/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that shelter employees have been harassing him by pulling him out of his place in the line for rest and recline beds and telling him to get in the back.
- The response states that on some occasions, the complainant was seen standing next to the line that had already formed for rest and recline beds and not in the line itself. The response also states that in these cases, staff would ask the complainant to get in line if he wanted a rest and recline bed.

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

- **Client #2**
- **Complaint submitted: 8/22/18**
- **Response received: 8/29/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...;
  - **Standard 13:** Make the shelter facility available to clients for sleeping at least 8 hours per night
- The complainant alleged that a shelter employee kicked several clients out of the restroom while they were in the middle of using the facilities. The complainant also alleges that another employee has woken up shelter clients several times by turning on the lights in the sleeping area during "Lights Out"
- The response states that the employee described in the incident was trying to adhere to his regular cleaning schedule and that he would like to apologize to the complainant if he found his message to be offensive. The response acknowledges that on occasion it is necessary to turn on the lights so staff can respond to disturbances on the floor but that it was not a regular occurrence.

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

### MSC South Drop In

- **Client #1**
- **Complaint submitted: 8/22/18**
- **Response received: Pending**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that shelter staff were rude and were retaliating against him by offering beds at shelters that were not on his preferred shelter list.

*Open – Site has not responded to this complaint*

### Next Door

- **Client #1, Complaint #1**
- **Complaint submitted: 8/22/18**
- **Response received: Pending, extension requested 8/30/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that shelter staff falsely accused her of spraying people in the face with Windex when she was clearly sleeping.

*Open – Site has not responded to this complaint*

- **Client #1, Complaint #2**
- **Complaint submitted: 8/24/18**
- **Response received: Pending, extension requested 8/30/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that a shelter employee was unfairly applying shelter rules because she gave the complainant a write-up for having excessive property but did not give one to another shelter client who has much more property in the shelter than the complainant.

*Open – Site has not responded to this complaint*

### Providence

- **Client #1:**
- **Complaint submitted: 8/3/18**
- **Response received: 8/14/18**
- **Alleged SOC Violations:**
  - **Standard 15:** Provide shelter clients with...property storage...
- The complainant alleged that his property that was stored at a facility operated by Providence was thrown out after it was damaged by water.
- The response acknowledged that some client property was damaged due to water and that they offered gift cards as compensation for their loss. The response also states that the complainant had picked up his gift card shortly after filing the complaint.

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

### Sanctuary

- **Client #1:**
- **Complaint submitted: 8/22/18**
- **Response received: 9/6/18**

- **Alleged SOC Violations:**
  - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant states that another client hit in her in the back of the head but was not denied services from the shelter.
- The response states shelter staff were not present during the incident and did not witness the complainant being hit. Shelter management stated that they spoke to the alleged attacker, who denied hitting the complainant. The response concludes by stating that the complainant was moved to another bed to address her safety concerns.
- **This complaint was forwarded to HSH because it contains allegations of physical violence.**

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

- **Client #2:**
- **Complaint submitted: 8/24/18**
- **Response received: 9/6/18**
- **Alleged SOC Violations:**
  - 1) Treat clients equally, with respect and dignity...
  - 2) Provide shelter services in an environment that is safe and free from physical violence;
- The complainant alleged that after shelter staff made him a copy of his legal documents, he overheard them saying that they made a second copy to keep for themselves. The complainant also alleged that another client was heard making homophobic comments.
- The response states that that shelter staff were talking about a complaint that another client had submitted and that they had not made a copy of the complainant's legal documents. The response also states that on-duty staff did not hear any clients making the threats described in the complaint.

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

- **Client #3:**
- **Complaint submitted: 8/28/18**
- **Response received: 9/6/18**
- **Alleged SOC Violations:**
  - **Standard 3:** ...and hire janitorial staff to clean shelters...
- The complainant alleged that the vent above his bed is covered in mold and has been giving him health problems.
- The response states that the vents were cleaned on 8/29/18 and it was determined that what the complainant thought was mold was dust and grease.

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

- **Client #4:**
- **Complaint submitted: 8/29/18**
- **Response received: 9/6/18**
- **Alleged SOC Violations:**
  - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that another shelter client was harassing her over her religious beliefs.
- The response states that shelter staff spoke to the other client, who denied harassing the complainant about her religious beliefs but acknowledged that they were upset because the

complainant would not keep her religious beliefs to herself. The response concluded by stating that the other client was moved to a different bed to de-escalate the situation.

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

**August Client Complaints by Standard**

<b>Standard of Care</b>	<b>Number of complaints alleging violations of this Standard</b>
Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies...	10
Standard 2: Provide shelter services in an environment that is safe and free from physical violence	4
Standard 3: ...and hire janitorial staff to clean shelters on a daily basis	1
Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act...	1
Standard 9: Engage a nutritionist, who shall develop all meal plans...	1
Standard 13: Make the shelter facility available to shelter clients for sleeping at least 8 hours per night	1
Standard 15: Provide pest-free, secure property storage inside each shelter...	1
Standard 19: Provide a minimum of 22 inches between the sides of sleeping units	1

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

**Total Client Complaints FY 2018-2019**

<b>Site</b>	<b>Site Capacity</b>	<b>7/18</b>	<b>8/18</b>	<b>Total (FY18-19)</b>
A Woman's Place	11 mats	0	0	0
A Woman's Place Drop In Center	63 chairs	1	0	1
Bethel AME	30 mats	5	4	9
Compass	22 families	0	0	0
First Friendship	25 families	0	0	0
Hamilton Emergency	22 families	0	0	0
Hamilton Family	27 families	1	1	2
Hospitality House	30 beds/mats	0	0	0
Interfaith Winter Shelter *seasonal shelter only open during winter months	60-100 mats depending on the site	0	0	0
Jazzie's Place	24 beds	0	0	0
Lark Inn	40 beds	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	0	0	0
MSC South Shelter	340 beds	0	2	2
MSC South Drop In Center	75 chairs	0	1	1
Next Door	334 beds	5	2	7
Providence	110 mats	4	1	5
Sanctuary	200 beds	3	4	7
Santa Ana	28 beds	0	0	0
Santa Marta/Maria	56 beds	0	0	0
St. Joseph's	10 families	0	0	0
United Council	48 chairs	0	0	0
<b>Total</b>	<b>Single adult: 1203 beds/mats Interfaith: 60-100 mats Resource Centers: 256 chairs Family: 106 families</b>	<b>19</b>	<b>15</b>	<b>34</b>

### August Site Visit Infractions

The Committee completed four unannounced site visits in August 2018. The infractions from those four visits are listed below:

#### A Woman's Place Shelter

Site visit date: 8/15/18

Infractions submitted to site: 8/24/18

Site responded: 8/24/18

#### **SOC Infractions:**

**Standard 22:** No bilingual English/Spanish speaking staff on duty – **Resolved**

#### A Woman's Place Drop In

Site visit date: 8/13/18

Infractions submitted to site: 8/20/18

Site responded: 8/24/18

#### **SOC Infractions:**

**Standard 3:** Restroom facilities needed additional cleaning, several broken items (lock for one bathroom stall, one hand dryer, one shower stall backed up) that need to be repaired – **Resolved**

**Standard 6:** No CPR masks available at the time of the visit – **Resolved**

**Standard 17:** No signage posted noting facility issues and expected repair date – **Resolved**

**Standard 22:** No bilingual English/Spanish speaking staff on duty – **Ongoing, translation services available**

**Standard 25:** Staff not wearing ID badge - **Resolved**

#### Bethel AME

Site visit date: 8/1/18

Infractions submitted to site: 8/16/18

Site responded: 9/5

#### **SOC Infractions:**

**Standard 12:** Clients not receiving required linens (sheets, pillows, pillowcases), being given 4 blankets instead – **Ongoing**

**Standard 26:** No transportation options available for clients (all tokens had been used) – **Resolved**

#### Next Door

Site visit date: 8/20/18

Infractions submitted to site: 9/5/18

Site responded: Pending

#### **SOC Infractions:**

**Standard 3:** Men's restroom has a broken urinal, one restroom was dirty and needed additional cleaning, no paper towels in "sink-only" restroom on 4th floor – **Pending**

**Standard 7:** 3rd floor drinking fountain broken – **Pending**

**Standard 17:** No signage posted noting status and expected repair date for facility issues – **Pending**

**Standard 23:** Emergency drills not practiced on a monthly basis – **Pending**



***FY2018-2019 Unannounced Site Visit Tally***

Site	7/18	8/18	Total (FY18-19)
A Woman's Place	1	1	2
A Woman's Place Drop In Center		1	1
Bethel AME		1	1
Compass			
First Friendship	1		1
Hamilton Emergency	1		1
Hamilton Family	1		1
Hospitality House			
Interfaith Winter Shelter			
Jazzie's Place	1		1
Lark Inn	1		1
Mission Neighborhood Resource Ctr.			
MSC South Shelter	1		1
MSC South Drop In Center	1		1
Next Door	1	1	2
Providence			
Sanctuary			
Santa Ana			
Santa Marta/Maria	1		1
St. Joseph's			
United Council			
<b>Total</b>	<b>10</b>	<b>4</b>	<b>14</b>

**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	Total FY18- 19
A Woman's Place			
A Woman's Place Drop In Center			
Bethel AME			
Compass			
First Friendship			
Hamilton Emergency			
Hamilton Family			
Hospitality House		1	1
Interfaith Winter Shelter			
Jazzie's Place			
Lark Inn			
Mission Neighborhood Resource Ctr.		1	1
MSC South Shelter			
MSC South Drop In Center			
Next Door			
Providence			
Sanctuary			
Santa Ana			
Santa Marta/Maria			
St. Joseph's		1	1
United Council			
<b>Total</b>	<b>0</b>	<b>3</b>	<b>3</b>

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

**Staff Update and Committee Membership**

**Membership**

The Committee currently has nine members and four vacancies:

**Board of Supervisors:**

Seat 1-Must be homeless or formerly homeless (within 3 years prior to the appointment) living with their homeless child under the age of 18.

Seat 5-Must be selected from a list of candidates that are nominated by nonprofit agencies that provide advocacy or organizing services to homeless people and be homeless or formerly homeless.

**Mayor's Office:**

Seat 1- Must be a member from the Department of Homelessness and Supportive Housing

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

In addition, all Committee seats are set to expire on December 31, 2018. 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](mailto:howard.c.chen@sfdph.org) for more information.

**Staff Update**

Committee staff have begun working with two family shelters that will be under the purview of the Shelter Monitoring Committee to schedule trainings in order to prepare them for future site visits and client complaints:

- Salvation Army – Harbor House
- Catholic Charities – STAR Community Home

**FY2018-2019 Meeting Calendar**

- October 17
- November 21
- December 19
- January 16
- February 20
- March 20
- April 17
- May 15
- June 19