



Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: September 12, 2019
RE: August 2019 SOC Staff Report

August Client Complaints

There were a total of ten complaints submitted to the Shelter Monitoring Committee by five unduplicated clients in August 2019. There are currently three complaints that are still 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: 8/22/19**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules...;
- The complainant stated that shelter staff were rude and threatened to kick her out of the shelter if she didn't remove her prescription sunglasses.

Open – Complaint is still open because the shelter has not responded to this complaint

Dolores St. Shelter – Santa Maria

- **Client #1:**
- **Complaint submitted: 8/22/19**
- **Response received: 8/29/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant alleged that shelter staff refused to honor her approved late pass and gave her three unjustified write-ups for being late, which resulted the complainant losing her reservation.

- The response states that the complainant lost her reservation for repeatedly failing to check in at night. The response also states that although the complainant did have a late pass on some nights, she was written up if she came back later than the time approved on the late pass.

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: 8/7/19**
- **Response received: 8/18/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules...;
- The complainant stated that as his reservation was ending, he arranged for a medical extension through his case manager at the shelter. The complainant states that when his reservation ended, the site refused to honor the medical extension and only let him stay for one additional night.
- The response states that the complainant originally requested the extension because he was working with another agency to secure employment and had been offered a job opportunity. The response states that the complainant needed additional documentation from another state to accept the opportunity. The response states that the complainant asked if he could get a medical extension for his reservation to secure the documentation, but was informed that he couldn't get a medical extension if he was going out of state.

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

Mission Neighborhood Resource Center (MNRC)

- **Client #1:**
- **Complaint submitted: 8/22/19**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant stated that she went to MNRC looking for a reservation, but staff refused to place her in her preferred shelter. The complainant also states that staff made disrespectful comments to her about her clothing and refused to let her speak to the site manager.

Open – Complaint is still open because the shelter has not responded to this complaint

Next Door

- **Client #1:**
- **Complaint submitted: 8/6/19**
- **Response received: 8/20/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant stated that she had a negative reaction to chemicals being used inside the shelter and that staff have been intentionally placing other clients with bed bugs in her sleeping area.
- The response denies the allegation that staff are intentionally placing clients with bed bugs in the client's sleeping area. The response also states that shelter staff have treated the complainant's bed and gave her a bed change in response to her report about bed bugs. The response also states

that Dewey Pest Control treats the shelter for pests on a monthly basis, but states that the chemicals they use are not a threat for humans or pets after drying.

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

- **Client #2:**
- **Complaint submitted: 8/22/19**
- **Response received: 8/30/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
 - **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence...;
- The complainant states that she has a documented allergy to dogs and that shelter staff haven't provided her with any assistance with clients who have service animals. The complainant also states that she has been harassed by staff and shelter clients during her stay.
- The response states that management spoke to shelter staff and supervisors and none of them reported receiving reports of harassment from the complainant. The response also states that shelter staff offered to move the complainant to a different floor to accommodate her dog allergy, but the complainant turned down the bed change.

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

- **Client #3:**
- **Complaint submitted: 8/29/19**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 3:** ...clean shelters on a daily basis...;
- The complainant states that she and her husband have both been dealing with a bed bug infestation at Next Door. The complainant states that although staff cleaned their beds and gave them bed changes, they're still being bitten by bed bugs.

Open – Complaint is still open because the shelter has not responded to this complaint

Sanctuary

- **Client #1, Complaint #1:**
- **Complaint submitted: 8/13/19**
- **Response received: 8/16/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
 - **Standard 8:** Provide shelter services in compliance with the Americans with Disabilities Act (ADA)...;
- The complainant stated that that shelter staff have been refusing to move other clients who don't have disabilities into upper bunks so she could have a lower bunk. The complainant also stated that staff don't enforce shelter rules with certain clients.
- The response states that the complainant arrived on the shelter for a one-night reservation after "Lights Out", so all clients had already gone to bed and there were no lower bunks available. The response also states that the complainant has been accommodated with lower bunks with the exception of one night. The response also denies the allegation that shelter staff are not enforcing rules with certain clients.

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

- **Client #1, Complaint #2:**
- **Complaint submitted: 8/29/19**
- **Response received: 8/30/19 – Response from Registered Dietician**
- **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 stated that shelter staff are refusing to serve her the same amount of yogurt that they serve other clients. The complainant also stated that staff are rude and falsely accused her of breaking shelter rules.
- The response states that the Registered Dietician investigated the allegations and determined that the yogurts being served are donated from the food bank and are not part of the regular breakfast service. The response also states that yogurts are given out on a first-come first-served basis and they give all clients two yogurts until they run out.
- **This complaint was forwarded to the Registered Dietician for investigation because it contains allegations related to food service.**

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

- **Client #2:**
- **Complaint submitted: 8/30/19**
- **Response received: 9/6/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
 - **Standard 3:** ...clean shelters
 - **Standard 17:** Note in writing and post in a common area in the shelter when a maintenance problem will be repaired...;
- The complainant stated that there were multiple amenities that needed to be repaired at the site, including soap dispensers, bathroom stall doors, laundry and dryer machines. The complainant also stated that the dinner service has been extremely slow because there is only one employee serving food.
- The response states that the site has scheduled repairs for the issues noted in the complaint. The response also denies the allegation that dinner has been slow and states that if the kitchen is running behind, they will allow clients more time to finish eating.

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

August 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...	9
Standard 2: Provide shelter services in an environment that is safe and free from physical violence	1
Standard 3: ...hire janitorial staff to clean shelters on daily basis;	2
Standard 8: Provide shelter services in compliance with the American's with Disabilities Act...;	1
Standard 9: Engage a nutritionist, who shall develop all meal plans...;	1
Standard 17: Note in writing and post in a common areas in the shelter when a maintenance problem will be repaired and note the status of the repairs	1

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

Total Client Complaints FY 2019-2020

Site	Site Capacity	2/19	3/19	4/19	5/19	6/19	7/19	8/19	Total (FY19-20)
A Woman's Place	11 mats	1	0	0	0	1	0	0	0
A Woman's Place Drop In Center	63 chairs	0	1	0	0	0	0	0	0
Bethel AME	30 mats	3	1	1	0	1	3	1	4
Compass	22 families	0	0	0	0	0	0	0	0
Dolores St - Santa Marta/Maria/Ana/Jazzie's Place	56 beds	1	0	1	0	1	1	1	2
First Friendship	25 families	0	0	1	0	0	0	0	0
Hamilton Emergency	22 families	0	0	0	0	0	0	0	0
Hamilton Family	27 families	1	0	0	0	0	0	0	0
Harbor House	30 families	-	0	0	1	0	0	0	0
Hospitality House	30 beds/mats	0	1	1	0	3	0	1	1
Interfaith Winter Shelter *seasonal shelter only open during winter months	60-100 mats depending on the site	0	1	0	0	0	0	0	0
Lark Inn	40 beds	0	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	0	0	0	1	1	2	1	3
MSC South Shelter	340 beds	3	0	0	0	4	2	0	2
MSC South Drop In Center	75 chairs	0	0	0	0	1	0	0	0
Next Door	334 beds	4	1	4	1	0	2	3	5
Providence	110 mats	0	0	0	0	0	0	0	0
Sanctuary	200 beds	2	2	2	3	0	3	3	6
Santa Ana	28 beds	0	0	0	0	0	0	0	0
St. Joseph's	10 families	0	0	0	0	0	0	0	0
United Council	48 chairs	0	0	0	0	1	0	0	0
Total	Single adult: 1203 beds/mats Interfaith: 60-100 mats Resource Centers: 256 chairs Family: 106 families	15	7	10	6	13	13	10	23

August Site Visit Infractions

The Committee completed 13 unannounced site visits in August 2019. There were no infractions noted on the visits to the Dolores St. Shelter, Harbor House, Lark Inn and St. Joseph's. The infractions from the remaining site visits are listed below:

A Woman's Place Shelter

Site visit date: 8/7/19

Infractions submitted to site: 9/5/19

Site responded: **Pending**

SOC Infractions:

- **Standard 21:** Staff unaware of how to access Language Link or other professional translation services – **Pending**
- **Standard 22:** No bilingual English and Spanish speaking front-line staff – **Pending**

A Woman's Place Drop In

Site visit date: 8/7/19

Infractions submitted to site: 9/6/19

Site responded: **Pending**

SOC Infractions:

- **Standard 3:** Bathrooms needed additional cleaning (mold, bodily waste) and soap dispensers needed to be repaired – **Pending**
- **Standard 8:** ADA shower not working, no shower grab bars installed – **Pending**
- **Standard 17:** No signage posted noting status and repair date for facility issues – **Pending**

Compass

Site visit date: 8/15/19

Infractions submitted to site: 9/6/19

Site responded: 9/6/19

SOC Infractions:

- **Standard 17:** Signage posted for out-of-order laundry machine did not state expected repair date

First Friendship

Site visit date: 8/8/19

Infractions submitted to site: 9/5/19

Site responded: **Pending**

SOC Infractions:

- **Standard 4:** No adult incontinence supplies (supplies for children only) – **Pending**
- **Standard 8:** No reasonable accommodation forms, only a reasonable accommodation request sign-up sheet shared by all clients – **Pending**
- **Standard 9:** Menu posted in English but not Spanish – **Pending**
- **Standard 12:** Clients not provided with pillows and pillowcases – **Pending**
- **Standard 21:** No Language Link or access to other professional translation service (translation offered in select languages only) – **Pending**
- **Standard 22:** No bilingual English and Spanish speaking front-line staff (security officer only) – **Pending**

Mission Neighborhood Resource Center

Site visit date: 8/21/19

Infractions submitted to site: 8/27/19

Site responded: **Pending**

SOC Infractions:

- **Standard 3:** Both restrooms were dirty and needed additional cleaning at the time of the visit – **Pending**
- **Standard 21:** Staff reported that the site did not have access to Language Link or other professional translation services – **Pending**
- **Standard 26:** Site out of MUNI tokens at the time of the visit – **Pending**

Next Door

Site visit date: 8/27/19

Infractions submitted to site: 9/12/19

Site responded: **Pending**

SOC Infractions:

- **Standard 3:** Not all clients being given bath towels, clients report that there are only 8-15 towels available on the 2nd and 4th floors at night – **Pending**
- **Standard 6:** AED not working, no CPR masks available for staff – **Pending**
- **Standard 12:** Not all clients given pillows and pillowcases – **Pending**
- **Standard 17:** 1 broken water fountain on first floor without signage posted noting expected repair date – **Pending**
- **Standard 30:** Personal protective equipment not being provided to staff (CPR masks) – **Pending**

Providence

Site visit date: 8/27/19

Infractions submitted to site: 9/11/19

Site responded: **Pending**

SOC Infractions:

Standard 12: Not all clients provided with pillows and pillowcases (men's sleeping area) – **Pending**

Standard 21: No Language Link professional translation services (translation services available in select languages only) – **Pending**

Sanctuary

Site visit date: 8/28/19

Infractions submitted to site: 9/11/19

Site responded: 9/11/19

SOC Infractions:

- **Standard 11:** No "Smoking Prohibited" sign posted in Spanish (English sign posted) – **Resolved**

United Council

Site visit date: 8/27/19

Infractions submitted to site: 9/11/19

Site responded: **Pending**

SOC Infractions:

- **Standard 8:** No signage posted in Spanish noting ADA liaison, meal times, hours of operation, laundry services/costs, shower times, case management accessibility (Signs posted in English only), no reasonable accommodation forms (English and Spanish) – **Pending**
- **Standard 11:** No “Smoking Prohibited” signs posted in Spanish (posted in English only) – **Pending**
- **Standard 18:** No TTY machine or signs posted on where clients can access a TTY machine – **Pending**
- **Standard 20:** Not all City and shelter printed materials available in English and Spanish (signs posted in English only) – **Pending**
- **Standard 21:** No Language Link or access to other professional translation services – **Pending**
- **Standard 22:** No bilingual English/Spanish speaking front-line staff – **Pending**
- **Standard 23:** Staff could not locate emergency disaster plan noting evacuation route and meet-up location for clients and staff – **Pending**

FY2019-2020 Unannounced Site Visit Tally

Site	2/19	3/19	4/19	5/19	6/19	7/19	8/19	Total (FY19-20)
A Woman's Place	0	0	1	0	0	0	1	1
A Woman's Place Drop In Center	1	0	0	0	1	0	1	1
Bethel AME	0	1	0	1	0	1	0	1
Compass	0	1	1	0	0	0	1	1
Dolores St. Shelter (Santa Marta/Maria/Ana/Jazzie's Place)	0	1	1	0	0	0	1	1
First Friendship	0	1	0	1	0	0	1	1
Hamilton Emergency	1	0	0	0	1	1	0	1
Hamilton Family	1	0	0	0	1	1	0	1
Harbor House	-	0	1	0	0	0	1	1
Hospitality House	0	1	0	1	0	1	0	1
Interfaith Winter Shelter	1	1	0	0	0	0	0	0
Lark Inn	0	0	0	0	1	0	1	1
Mission Neighborhood Resource Ctr.	0	0	1	0	1	0	1	1
MSC South Shelter	0	1	0	0	0	1	0	1
MSC South Drop In Center	0	1	0	0	1	1	0	1
Next Door	0	1	0	1	0	0	1	1
Providence	1	0	1	0	1	0	1	1
Sanctuary	0	1	0	0	1	0	1	1
St. Joseph's	0	1	0	0	1	0	1	1
United Council	1	0	1	0	1	0	1	1
Total	6	11	7	4	10	6	13	19

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

FY2019-2020 Announced Site Visit Tally

Site	1/19	2/19	3/19	4/19	5/19	6/19	7/19	8/19	Total FY19- 20
A Woman's Place					1			1	1
A Woman's Place Drop In Center				1				1	1
Bethel AME				1					0
Compass									0
First Friendship				1					0
Hamilton Emergency						1			0
Hamilton Family						1			0
Harbor House									0
Hospitality House						1			0
Interfaith Winter Shelter			1						0
Lark Inn					1				0
Mission Neighborhood Resource Ctr.				1					0
MSC South Shelter									0
MSC South Drop In Center						1			0
Next Door				1					0
Providence						1			0
Sanctuary				1					0
Dolores St. Shelter					1				0
St. Joseph's					1				0
United Council						1			0
Total	0	0	1	6	4	6	0	2	

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.

FY2019-2020 Upcoming Meeting Calendar

- October 16
- November 20
- December 18 – No meeting