



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: January 20, 2016
RE: December 2015 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 December 2015.

Investigations

There were no investigations conducted in the month of December.

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.*

December Client Complaints

Interfaith

Complainants: 1

- **Complaint submitted: 12/4/15**
- **Response received: 12/6/15**
- The client alleged that staff were harassing him in the mornings when he was using the restroom.

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

MSC South Drop In

Complainants: 1

- **Complaint submitted: 12/17/15**
- **Response received: 1/8/16**

- The client alleged that staff were not following shelter policies when giving beds to clients sitting in the Drop-In Center.

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

MSC South

Complainants: 4

- **Complaint submitted: 12/4/15**
- **Response received: 12/11/15**
- The client alleged that the site wrongfully released his bed to another client and have not been responding to the internal grievances he has submitted.

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

- **Complaint submitted: 12/8/15**
- **Response received: 12/15/15**
- The clients alleged that another resident was verbally threatening them while they were waiting in line to get into the shelter, but staff still allowed the resident to stay at the site.

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

- **Complaint submitted: 12/11/15**
- **Response received: 12/21/15**
- The client alleged that staff are harassing him when he is volunteering in the kitchen.

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

- **Complaint submitted: 12/18/15**
- **Response received: 1/8/16**
- The client alleged that staff are not doing about another resident that is following the client around and harassing her for being a transgender female.

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

Next Door

Complainants: 2

- **Complaint submitted: 12/8/15**
- **Response received: 12/13/15**
- The client alleged that a specific employee is consistently asleep while on duty.

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

- **Complaint submitted: 12/22/15**
- **Response received:**
- The client alleged that she was attacked by another resident and staff did not intervene or take any action to stop the attack.

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

Santa Ana

Complainants: 1

- **Complaint submitted: 12/31/15**
- **Response received: Pending**
- The client alleged that staff are harassed him into moving to another bed, keep doors and windows open in the sleeping areas at night and are not enforcing no-smoking policies.

The site requested an extension on the response in order to take time to investigate the allegations listed in the complaint in greater detail.

Table: Total Complaints for FY 2015-2016

Site	7/15	8/15	9/15	10/15	11/15	12/15	Total (15-16 FY)
A Woman's Place	0	1	0	0	0	0	1
A Woman's Place Drop In Center	1	1	0	0	0	0	2
Compass	0	0	0	1	2	0	3
First Friendship Family	0	2	1	0	1	0	4
Hamilton Emergency	0	0	0	0	0	0	0
Hamilton Family	0	0	0	1	0	0	1
Hospitality House	0	0	0	0	0	0	0
Interfaith Winter Shelter	0	0	0	0	1	1	2
Interfaith Bethel AME	1	2	1	0	1	0	5
Jazzie's Place	0	0	0	1	0	0	1
Lark Inn	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	0	0	0	0	0	0	0
MSC South Shelter	1	2	5	2	1	4	15
MSC Drop In Center	1	2	2	0	2	1	8
Next Door	4	4	3	4	2	2	19
Providence	1	0	1	1	0	0	3
Sanctuary	4	1	2	1	0	0	8
Santa Ana	0	0	0	0	0	1	1
Santa Marta/Maria	0	0	0	0	0	0	0
St. Joseph's	0	0	0	0	0	0	0
United Council	0	0	0	0	0	0	0
Total	13	15	15	11	10	9	73

Site Visits

Shelter	JULY	AUG	SEPT	OCT	NOV	DEC	1st Qtr	2nd Qtr
A Woman's Place	1						1	0
AWPDI	1					1	1	1
Bethel AME		1		1			1	1
Compass			1			1	1	1
First Friendship		1				1	1	1
Hamilton Emergency Shelter		1				1	1	1
Hamilton Family Shelter		1				1	1	1
Hospitality House			1			1	1	1
Interfaith							0	0
Jazzie's Place			1			1	1	1
Lark Inn	1					1	1	1
MSC Drop In			1			1	1	1
MSC Shelter	1					1	1	1
MNRC			1			1	1	1
Next Door			1				1	0
Providence			1		1		1	1
Sanctuary	1			1			1	1
Santa Ana		1					1	0
Santa Marta/Santa Maria			1			1	1	1
St. Joseph's			1			1	1	1
United Council			1		1		1	1
							20	17
							20	21
							100%	81%

- There were a total of thirteen visits conducted in December.

Infractions Generated through December Site Visits

A Woman's Place Drop-In

- **Site Visit Date:** 12/17/15
- **Date infractions submitted to site:** 12/28/15
- **Response received:** Pending
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - No CPR masks available
 - No protective gowns available
 - ADA information not posted in English and Spanish
 - No reasonable accommodation forms available (forms in case manager's office, need to be available for front-line staff to access)
 - Smoking prohibited signs not posted in English and Spanish (or staff were unaware of where these signs were posted)
 - No TTY or signage on where clients can access TTY
 - No bilingual English and Spanish staff currently on duty
 - Not all staff wearing ID badges

This case is still open as the Committee is still waiting for the site's response.

Hamilton

- **Site Visit Date:** 12/18/15
- **Date infractions submitted to site:** 01/15/16
- **Response received:** Pending
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - 4th floor bathrooms not clear of dust and debris
 - dust and debris 4th floor emergency shelter area

This case is still open as the Committee is still waiting for the site's response.

Hospitality House

- **Site Visit Date:** 12/15/15
- **Date infractions submitted to site:** 01/12/16
- **Response received:** Pending
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - No signage posted showing Check In/Check Out times
 - No signage posted showing where clients can access laundry services
 - Hand sanitizer not available throughout the facility
 - Floor not clear of dust and debris
 - Menus not posted in Spanish
 - No TTY or signage on where to access TTY

This case is still open as the Committee is still waiting for the site's response.

Lark Inn

- **Site Visit Date:** 12/29/15
- **Date infractions submitted to site:** 01/06/15
- **Response received:** 01/12/16
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - No menus posted in English or Spanish
 - Staff not wearing ID badges
 - Several City and shelter printed materials not in Spanish (case management availability and accessibility)
 - Dust and debris in vent (back pod)
 - Men's bathroom not clean (mats with mold sitting in standing water)
 - No shower head in Men's ADA shower
 - No signage regarding broken/missing shower head
 -

The site responded and remedied all issues.

MSC-South

- **Site Visit Date:** 12/22/15
- **Date infractions submitted to site:** 01/06/16
- **Response received:** Pending
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - Sheets not available for clients (ongoing issue related to laundry, extra blankets provided instead)
 - Emergency drills not practiced on a monthly basis

This case is still open as the Committee is still waiting for the site's response.

MSC-South Drop-In

- **Site Visit Date:** 12/22/15
- **Date infractions submitted to site:** 01/06/15
- **Response received:** Pending
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - Reasonable accommodation forms not available in English and Spanish
 - Emergency drills not practiced monthly (last drill held in September 2015)
 - No AED on site (available at shelter only)
 - No hand sanitizer available in women's restroom
 - Men's restroom needed additional cleaning
 - No signage posted in English and Spanish about services offered at the site (Check in/out times, Hours of operation, Shower times, Case management availability and accessibility)
 - Not all City and Shelter printed materials in English and Spanish

This case is still open as the Committee is still waiting for the site's response.

Santa Marta/Santa Maria/Jazzie's Place

- **Site Visit Date:** 12/2/15
- **Date infractions submitted to site:** 12/30/15
- **Response received:** Pending
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
 - Signage regarding meal times, check in times hours of operation, laundry services, shower times posted in English only, none posted in Spanish
 - Case management availability and accessibility not posted in English or Spanish
 - Menu not posted in English or Spanish
 - Broken shower handle in Santa Marta bathroom with no signage
 - No emergency disaster plan in place or signage posted of how to evacuate the building
 - No ADA liaison on duty
 - No Language Link
 - No tokens

This case is still open as the Committee is still waiting for the site's response.

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.

* 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

See attached calendar