



Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: January 12, 2017
RE: December SOC Staff Report

December Client Complaints

There were a total of seventeen complaints submitted to the Shelter Monitoring Committee by thirteen unduplicated clients in December 2017. Of those seventeen complaints, five are still open pending a response from the site. One complaint was closed due to client satisfaction with the response, while two complaints will be investigated because clients were not satisfied with the response. Sites have responded to the remaining nine 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: 12/19/17**
- **Response received: 12/27/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules and grievance process
 - **Standard 3:** ...provide toilet paper in each bathroom
- The complainant alleged that a shelter employee was rude, would not give her MUNI tokens and that the bathrooms had run out of toilet paper.
- The site's response denied the allegations and stated that MUNI tokens and toilet paper are normally available for clients. The response states that Bethel AME had run out of tokens at the time of the incident but that shelter management delivered more tokens that same day.

Not satisfied – The client was not satisfied with the response and requested an investigation. This investigation is currently pending.

First Friendship

- **Client #1**
- **Complaint submitted: 12/19/17**
- **Response received: Pending**
- **Alleged SOC Violations:**

- **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules and grievance process
- The complainant alleged that shelter staff transferred her from First Friendship to Providence so she could advocate for her adult son, who was experiencing problems while staying at Providence. The complainant alleged that this transfer was made without her consent or input.

Open – The site has not responded to this complaint

Interfaith – St. Mary’s Cathedral

- **Client #1**
- **Complaint submitted: 12/28/17**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that a shelter employee punched him in the arm for no reason and that the supervisor on duty refused to tell the complainant the employee’s name.

Open – The site has not responded to this complaint

MSC South

- **Client #1**
- **Complaint submitted: 12/5/17**
- **Response received: 12/12/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that a shelter employee made inappropriate announcement to clients, which included cursing and references to gang activity.
- In the response, shelter management stated that they spoke to the employee who denied making inappropriate comments, cursing, or referencing any gangs.

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

Next Door

- **Client #1, Complaint #1:**
- **Complaint submitted: 12/7/17**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that a shelter employee called him a disrespectful name.

Open – The site has not responded to this complaint

- **Client #1, Complaint #2:**
- **Complaint submitted: 12/7/17**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 3:** Provide...liquid soap...and clean shelters on a daily basis
 - **Standard 17:** Note in writing and post in common areas when maintenance problems will be repaired...
- The complainant alleged that several toilets are broken and several soap dispensers are empty.

Open – The site has not responded to this complaint

- **Client #1, Complaint #3:**
- **Complaint submitted: 12/15/17**
- **Response received: 12/18/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that an employee was rude when he spoke to another client about hygiene issues.
- The response states that the employee did speak to the other client about these issues and that management reminded the employee that conversations of a personal nature should be done in private and not where other clients can hear.

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

- **Client #3:**
- **Complaint submitted: 12/1/17**
- **Response received: 12/8/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
 - **Standard 2:** Provide shelter services in an environment that is safe...
 - **Standard 3:** Provide...soap...paper/hand towels...and clean shelters...
 - **Standard 17:** Note in writing...the status of repairs
- The complainant alleged that bathroom facilities are not being maintained and that staff are rude and do not address violent clients.
- The response stated that facilities staff are addressing the maintenance issues, that staff have been reminded to maintain a professional demeanor when speaking to clients and that staff monitor the safety of guests through regular rounds throughout the facility.

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

- **Client #4:**
- **Complaint submitted: 12/5/17**
- **Response received: 12/12/17**
- **Alleged SOC Violations:**
 - **Standard 15:** Provide shelter clients with...secure property storage...
- The complainant stated that she was staying at Next Door on a one-night bed reservation. The complainant states that she was not given a lockable drawer to use, and as a result much of her property was stolen during her stay.
- The response states that Next Door is unable to provide one-night clients access to a lockable drawer. The response also states that shelter staff spoke to clients that were in the area at the time of the incident and none of them reported seeing anyone near the complainant's belongings.

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

- **Client #5:**
- **Complaint submitted: 12/7/17**
- **Response received: 12/15/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...

- **Standard 2:** Provide shelter services in an environment that is safe...

- The complainant alleged that shelter staff threatened to DOS him because he submitted complaints about them. The complainant also alleged that he has been harassed by another client and that staff only offered to move the complainant instead of addressing the other client.
- The response states that shelter supervisors have attempted to meet with the complainant about his concerns but that the complainant leaves these meetings and if staff do not take his side. The response also states that shelter management spoke to the complainant about his concerns and that the complainant informed them that the situation has improved.

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

- **Client #6:**
- **Complaint submitted: 12/5/17**
- **Response received: 12/15/17**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that shelter staff are rude and violate client confidentiality by discussing private matters on the floor.
- The response denied the allegations that staff are rude but acknowledged that staff will occasionally speak to clients about their reservations in order to remind them to request an extension if they want one. The response also stated that staff were reminded to maintain client confidentiality while working the front desk and floors.

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

Sanctuary

- **Client #1**
- **Complaint submitted: 12/4/17**
- **Response received: 1/9/18**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
 - **Standard 3:** Provide...soap...paper/hand towels...and clean shelters...
- The complainant stated that she reported having an issue with bed bugs to shelter staff but staff did not respond until one week later.
- The response stated that shelter staff attempted to inspect the complainant's bed when she reported the issue but the complainant would not allow them to treat her bed or wash her belongings. The response stated that the complainant eventually allowed staff to inspect her bed.

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

- **Client #2:**
- **Complaint submitted: 12/19/17**
- **Response received: 1/5/18**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that shelter staff threaten to DOS her whenever she informs them that other clients are bullying her.

- The response denies the allegations that staff threaten to DOS her for reporting incidents of bullying and states that the site has been moving the complainant to different beds in an effort to separate her from the bullying clients. The response also stated that the complainant was eventually DOS'd for disruptive behavior.

Not satisfied – The client was not satisfied with the response and requested an investigation. This investigation is currently pending.

- **Client #3:**
- **Complaint submitted: 12/19/17**
- **Response received: 12/26/17**
- **Alleged SOC Violations:**
 - **Standard 15:** Provide shelter clients with pest-free, secure property storage...
- The complainant stated that she left some of her belongings in a cart inside Sanctuary when she was admitted to the hospital. The complainant alleged that some of her property was not returned to her after she was discharged from the hospital.
- The response states that the complainant did not give her cart or her property to shelter staff for storage prior to her admission to the hospital. The response also states that shelter staff attempted to find the complainant's property after she was discharged, but the complainant could not remember where she left her cart.

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

- **Client #4:**
- **Complaint submitted: 12/19/17**
- **Response received: 12/26/17**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is safe...
 - **Standard 3:** Provide...soap...paper/hand towels...and clean shelters...
- The complainant alleged that another client is constantly harassing other clients and making a mess by spilling pills on the floor.
- The response states that shelter staff have responded to the issue by speaking to the other client about appropriate language and by cleaning the area around the complainant's bed.

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

- **Client #5:**
- **Complaint submitted: 12/26/17**
- **Response received: 1/4/18**
- **Alleged SOC Violations:**
 - **Standard 15:** Provide shelter clients with pest-free, secure property storage...
- The complainant alleged that shelter staff are restricting the amount of time that she can use an ADA restroom.
- The response states that the only time that staff restrict client access to the ADA restroom is during morning cleanings, where only one restroom stall is available. The response states that all clients are asked to limit their use of the restroom during the morning cleaning because there is only one stall available.

Closed – The client was satisfied with the response

Santa Ana

- **Client #1**
- **Complaint submitted: 12/7/17**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that shelter staff would not let him re-enter the shelter after he left to go check on his parked vehicle. The complainant alleged that staff are picking on him because other clients frequently leave the shelter for a smoke break and are allowed back in.

Open – The site has not responded this complaint

December 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...	11
Standard 2: Provide shelter services in an environment that is safe and free from physical violence	4
Standard 3: Provide...soap...paper/hand towels...and clean shelters...	5
Standard 15: Provide shelter clients with pest-free, secure property storage...	3
Standard 17: Note in writing...the status of repairs	2

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

December SOC Investigations

Clients who are not satisfied with the site's response to their complaint can request a Committee investigation into their complaint. The Committee completed one investigations in December for a complaint about A Woman's Place Drop In:

MSC South

Client #1:

Complaint filed: 11/13/17

Response received: 11/16/17

Investigation requested: 11/27/17

Investigation completed: 12/13/17

Alleged SOC violation:

- **Standard 2)** Provide shelter services in an environment that is safe and free from physical violence

The complainant made the following allegations:

- **Standard 2:** The complainant alleged another client (Client A) kicked the complainant's belongings and attempted to punch her in the head. The complainant alleges that Client A did not get DOS'd or suffer any consequences for her behavior.

Investigation:

- Committee staff interviewed A Woman's Place Drop-In's shelter management regarding the incident.

Findings:

- Shelter management stated that they spoke to the two shelter staff that were on-duty during the incident and stated that neither employee had seen Client A verbally or physically threatening the complainant. Both shelter staff reported that they saw Client A and the complainant engaged in an argument and immediately stepped in to de-escalate the situation. Shelter management stated that because no staff witnessed Client A kicking the complainant's property or attempting to hit the complainant's head, they were unable to DOS her.
- Shelter management stated that they were only able to retrieve security footage from the middle of the incident and not from when the incident began. Shelter management stated that the security video showed the complainant sitting by herself and did not show any clients verbally or physically threatening her.
- Due to a lack of other evidence that could confirm the complainant's allegations, this investigation is inconclusive.

Total Client Complaints FY 2017-2018

Site	Site Capacity	7/17	8/17	9/17	10/17	11/17	Total (17-18 FY)	
A Woman’s Place	11 mats	0	0	0	0	0	0	0
A Woman’s Place Drop In Center	63 chairs	0	0	1	0	1	0	2
Bethel AME	30 mats	2	6	2	4	1	1	16
Compass	22 families	0	0	0	0	0	0	0
First Friendship	25 families	0	1	0	0	0	1	2
Hamilton Emergency	46 beds, 8 cribs	0	0	0	0	0	0	0
Hamilton Family	27 families	1	0	0	0	0	0	1
Hospitality House	30 beds/mats	0	0	0	0	0	0	0
Interfaith Winter Shelter	60-100 mats depending on the site	0	0	0	0	0	1	1
Jazzie’s Place	24 beds	0	0	1	0	0	0	1
Lark Inn	40 beds	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	0	0	0	0	0	0	0
MSC South Shelter	340 beds	3	3	1	4	1	1	13
MSC South Drop In Center	75 chairs	0	0	1	1	0	0	2
Next Door	334 beds	4	5	6	4	2	7	28
Providence	110 mats	0	2	0	0	0	0	2
Sanctuary	200 beds	2	3	1	4	3	5	18
Santa Ana	28 beds	0	1	0	0	0	1	2
Santa Marta/Maria	56 beds	0	0	0	0	0	0	0
St. Joseph’s	10 families	0	0	0	0	0	0	0
United Council	48 chairs	0	0	0	1	0	0	1
Total	Single adult: 1203 beds/mats Interfaith: 60-100 mats Resource Centers: 256 chairs Family: 84 family rooms, 46 beds and 8 cribs	12	21	13	18	8	17	81

December Site Visit Infractions

There was one unannounced site visits conducted in December 2017 at A Woman's Place Shelter. The infractions for that visit can be found below:

A Woman's Place Shelter

Site visit date: 12/5/17

Infractions submitted to site: 1/11/18

Site responded: Pending

SOC infractions:

- **Standard 3:** No paper towels/hand dryer in 1st floor restroom, 1st floor sleeping area floors needed additional cleaning, No hand sanitizer available in basement dining room area – **Pending**
- **Standard 8:** Signage with meal times not posted in English and Spanish – **Pending**

- **Standard 9:** Menus not posted in English and Spanish – **Pending**
- **Standard 25:** Not all staff wearing ID badges – **Pending**

FY2017-2018 Unannounced Site Visit Tally

Site	Q1 July-Sept.	Q2 Oct. – Dec.	Total (17-18 FY)
A Woman's Place	0	2	1
A Woman's Place Drop In Center	1	1	2
Bethel AME	1	1	2
Compass	1	1	2
First Friendship Family	0	2	2
Hamilton Emergency	1	0	1
Hamilton Family	1	0	1
Hospitality House	1	0	1
Interfaith Winter Shelter* seasonal shelter open during winter months	*Closed	0	0
Jazzie's Place	0	2	2
Lark Inn	1	1	2
Mission Neighborhood Resource Ctr.	1	1	2
MSC South Shelter	1	0	1
MSC South Drop In Center	1	0	1
Next Door	1	1	2
Providence	1	1	2
Sanctuary	0	1	1
Santa Ana	1	1	2
Santa Marta/Maria	0	2	2
St. Joseph's	1	1	2
United Council	1	1	2
Total	15	19	34
Assigned	20	21	82
Compliance	75.0% compliance	90.5% compliance	41.5% compliance for FY17-18 (through Dec. 2017 only)

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

FY2017-2018 Announced Site Visit Tally

Site	Total (17-18 FY)
A Woman's Place	1
A Woman's Place Drop In Center	1
Bethel AME	1
Compass	1
First Friendship Family	1
Hamilton Emergency	1
Hamilton Family	1
Hospitality House	1
Interfaith Winter Shelter *seasonal shelter open during winter months	0
Jazzie's Place	1
Lark Inn	0
Mission Neighborhood Resource Ctr.	0
MSC South Shelter	0
MSC South Drop In Center	0
Next Door	1
Providence	1
Sanctuary	0
Santa Ana	0
Santa Marta/Maria	1
St. Joseph's	1
United Council	0
Total	13
Required	41
Compliance for FY17-18	31.7%

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

Staff Update and Committee Membership

Membership

The Committee currently has twelve members and there is one vacancy. Details of the vacant seat are as follows:

Board of Supervisors

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.

Contact Jeff Simbe at 415-255-3647 or email jeff.simbe@sfdph.org if you are interested in applying.

2018 Meeting Calendar

- January 17
- February 21
- March 21
- April 18
- May 16
- June 20