



City and County of San Francisco

# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** January 14, 2022  
**RE:** **December 2021 SOC Staff Report**

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### December Client Complaints

There were six complaints submitted to the Shelter Monitoring Committee by three unduplicated clients in December 2021. There are currently three complaints still open pending a response from the site.

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.

### Next Door

- **Client #1, Complaint #1:**
- **Complaint submitted: 12/10/21**
- **Response received: 12/22/21**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 2:** safe and free of physical violence ...
  - **Standard 8:** ADA, case management ...
  - **Standard 10:** dietary modifications to accommodate...
  - **Standard 15:** provide storage...
  - **Standard 16:** outlets to charge phones, wheelchairs...
  - **Standard 31:** staff training...
- The complainant states staff are disrespectful or responsive; rules are inconsistently enforced.
- Lighting is inadequate and this presents a tripping hazard at night.
- The client says case management is not accessible and ineffective, and he has not received help with getting permanent housing.
- The shelter no longer allows food from outside to be consumed on the premises, and it is hard to get snacks, even though he has a problem maintaining his blood sugar.
- He has been told his laptop is not an approved item and he cannot in practice charge it without risking having it stolen.

*Pending – The site has responded. The client has not decided whether to ask for an investigation.*

- *Next Door has offered and continue to offer case management services. The client scored below the threshold for housing referral status. They are willing to explain to him how he can be re-assessed.*
- *Running/night lights are always on. The client has, unfortunately, not complied with requests not to leave his dog alone for long stretches of time. They offered him a bed in an area with less foot traffic, but he declined. Staff is not aware of the client having requested a transfer. Be this as it may, transfers are only available when there is a life safety issue. They will follow up to address his ongoing concerns.*
- *Kitchen hours are 7am – 10pm, with scheduled cleaning times at 10am and 2:30 pm. COVID-related safety measures and other exigencies can lead to temporary closure. Medical staff have not approved a food accommodation. Pest control is a serious concern.*
- *There are electrical outlets available, and laptops are in fact allowed. Management will follow up with the client to address any confusion in this regard.*

#### **Multi-Service Center South (MSC-South)**

- **Client #2, Complaint #1:**
- **Complaint submitted: 12/21/21**
- **Response received: pending**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 3:** clean restrooms...
  - **Standard 15:** storage...
- The complainant states clothes were taken from her bunk unreasonably and that she was not treated the same as other guests. Only when the police became involved were they returned.
- Janitors and other staff are alleged to routinely be inattentive, e.g., sleeping on the job.
- The client says the locker provided for her belongings is rusty and very dirty.

*Pending – Due to absent staff, the site has not responded to this complaint.*

- **Client #2, Complaint #2:**
- **Complaint submitted: 12/22/21**
- **Response received: pending**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 2:** safe and free of physical violence ...
  - **Standard 31:** Staff training...
- The complainant asserts that staff reacted to the cries of one guest by waking all those in the female dorm area and unfairly threatening them with DOS.

- The client says shelter staff turned lights out while she was in the restroom, with little or no warning beforehand, and not in conformity with the posted schedule. She had to walk in the dark to depart.
- The complainant believes both instances evidence a lack of training that should be addressed immediately.

*Pending – Due to absent staff, the site has not responded to this complaint.*

- **Client #2, Complaint #3:**
- **Complaint submitted: 12/27/21**
- **Response received: 1/11/22**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 31:** Staff training...
- The client states that after asking that the lights be turned on in the recreation/TV area and that an objectionable movie (containing racial slurs, violence and a depiction of sexual intercourse) be turned off, she was told that if she did not like the material, she could leave the area. When she took photographs of the windows and rain outside (i.e., not of people), she written up. She believes this was done in bad faith, in retaliation for her complaints.

*Pending – The site has responded to this complaint. They assert that the television show was checked and not observed to be pornographic (a commercial was showing) and that there is an approved rule (2e) in effect at MSC-South disallowing all photography. Note: Rule 2e disallows photography or recordings of people obtained without their permission. There may be some differing interpretations that should be aligned. The client was DOS'd on January 4, for eating where this was not allowed. Be this as it may, she still has the option to request an investigation.*

- **Client #2, Complaint #4:**
- **Complaint submitted: 12/30/21**
- **Response received: pending**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 2:** safe and free of physical violence ...
- The complainant states that after she called for assistance when a mentally disturbed neighbor was shouting at the floor monitor, the supervisor blamed her for setting the other client off by praying. She was told not to pray near her bed.
- The complainant says that this same troubled individual has loudly harassed and threatened guests, including the complainant, and the shelter has not taken appropriate steps to mitigate the risk this individual poses.

*Pending – Due to staff absences, the site has not responded to this complaint. Note: the complainant was DOS'd on January 4.*

**Next Door**

- **Client #3, Complaint #1:**
- **Complaint submitted: 12/29/21**
- **Response received: pending**
- **Alleged SOC Violations:**
  - **Standard 9:** Engage a nutritionist...
  - **Standard 10:** make dietary modifications...
  
- The client/complainant states food from Meals on Wheels is unsafe—for example, sausages are frequently undercooked and food is left out for more than two hours—and unpalatable.
- He has not been granted adequate accommodations to address his incipient diabetes.

*Pending – The site has responded. The client seems inclined to ask for an investigation. We have asked for an assessment from DPA's contracting registered dietician.*

- *Next Door points out that meals on Wheels provides the food based on a city contract. Next Door heats and distributes in accord with the instructions on the meals, i.e., heating them to 165° and disposing of them if they are not eaten within two hours.*
- *A serious Omicron surge at the shelter has necessitated the closing of the dining area. DPH has instructed the shelter to limit dining to designated areas. Five Keys provides snacks when it can. If the DPH nurse approves it, dietary accommodations can be offered. The client has been advised to visit the clinic to discuss this.*

**December 2021 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...	5
Standard 2: Provide shelter services in an environment that is safe and free from physical violence	3
Standard 3: ...hire janitorial staff to clean shelters on daily basis;	1
Standard 8: Provide shelter services in compliance with the American's with Disabilities Act...;	1
Standard 9: Contract a nutritionist...	1

Standard 10: dietary modifications to accommodate...	2
Standard 15: provide storage...	2
Standard 16: outlets to charge phones, wheelchairs...	1
Standard 31: Staff training...	3

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

**Total Client Complaints FY 2021-2022**

Site	Site Capacity*	7/21	8/21	9/21	10/21	11/21	12/21	1/22	Total (FY21-22)
	*COVID capacity								
<b>Buena Vista Horace Mann</b>	30 mats	0	0	0	0	0	0		0
<b>Compass Family</b>	21 families	0	0	0	0	0	0		0
<b>Hamilton Family</b>	25 families	0	0	0	0	0	0		0
<b>Harbor House Family</b>	28 families	0	0	0	0	0	0		0
<b>Lark Inn</b>	24 beds	0	0	0	0	0	0		0
<b>MSC South Shelter</b>	168 beds	1	0	0	0	1	4		6
<b>Next Door</b>	181 beds	0	0	0	0	0	2		2
<b>Providence Family</b>	51 beds	0	0	0	0	0	0		0
<b>Sanctuary</b>	124 beds	0	0	1	0	0	0		1
<b>St. Joseph's Family</b>	9 families	0	0	0	0	0	0		0
<b>Total</b>	<b>Single adult: 497 beds/mats</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>6</b>		<b>9</b>
	<b>Family: 83 families and 81 beds/mats</b>								

**December 2021 Site Visit Infractions**

The Committee completed 4 unannounced site visits in December 2021. There were no infractions noted on the visits to the Hamilton, Providence or St. Joseph's. The infractions from the remaining site visits are listed below:

**Next Door**

Site visit date: 12/17/21

Infractions submitted to site:

Site responded: **Pending**

SOC Infractions: pending

*FY2021-2022 Unannounced Site Visit Tally*

Site	7/21	8/21	9/21	10/21	11/21	12/21	Total (FY21-22)
Buena Vista Horace Mann	0	0	0	1	0	0	1
Compass Family	0	1	0	0	1	0	2
Hamilton Family	0	0	1	0	0	1	2
Harbor House Family	0	0	0	1	1	0	2
Lark Inn	0	1	0	0	1	0	2
MSC South Shelter	0	0	1	0	1	0	2
Next Door	0	0	0	1	1	1	3
Providence Family	0	0	0	1	0	1	2
Sanctuary	0	0	0	1	0	0	1
St. Joseph's Family	0	0	1	1	0	1	3
<b>Total</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>4-</b>	<b>20</b>

The SMC is required to complete four unannounced visits to each site on an annual basis.

*FY2021-2022 Announced Site Visit Tally*

Site	7/21	8/21	9/21	10/21	11/21	12/21	Total FY 21-22
Buena Vista Horace Mann							
Compass Family							
Hamilton Family							
Harbor House Family	1						
Lark Inn							
MSC South Shelter							
Next Door							
Providence Family							
Sanctuary	1						
St. Joseph's Family							
<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</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**

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 5 - Must be homeless or formerly homeless and nominated by a nonprofit that provides advocacy or organizing services to the unhoused.

#### **LHCB:**

Seat 10 - Must be homeless or formerly homeless and nominated by a community agency that provides advocacy or organizing services to the unhoused.

If you are interested in applying for a seat on the Committee, please contact Angie David at 415-255-3642 or email [angella.david@sfdph.org](mailto:angella.david@sfdph.org) for more information.

#### **FY2021-2022 Upcoming Meeting Calendar**

- February 16
- March 16
- April 20