

# Shelter Monitoring Committee Annual Report July 1, 2018-June 30, 2019

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# Foreword

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# Executive Summary

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The Shelter Monitoring Committee was established in 2004 to provide government agencies and the general public with comprehensive information about City-funded shelters, resource centers and any policies that may affect shelter operations or shelter clients. The Committee does so by monitoring whether shelter programs are in compliance with the 32 Standards of Care through site visits and the investigation of client complaints.

## Site Visits

This year, the Committee was able to complete 108 out of 117 site visits, 95% of the mandated total. The Committee noted 165 Standard of Care infractions during this year's site visits, 51 more than the previous fiscal year. The 5 Standards that received the most site visit infractions this year were:

- **Standard 8** – Sites must comply with ADA and provide clients with information on shelter rules and services
- **Standard 21** – Communicate with clients in their primary language or have access to professional translation services
- **Standard 6** – Provide stocked first aid kits and required medical supplies
- **Standard 3** – Facilities must be clean, maintained and stocked with hygiene supplies
- **Standard 22** – All sites must have at least one front-line employee that is bilingual in English and Spanish

Out of those 5 Standards, 3 of them (Standards 3, 8 and 21) were also in the Top 5 site visit infractions in 2017-2018 as well. The Committee did observe improved compliance with Standard 3 and Standard 12 (provide required linens), as the number of noted infractions for both of those Standards decreased this year.<sup>1</sup> Of the 5 Standards that received the most site visit infractions last year, two of them (Standards 21 and 22) are related to ensuring that clients who have limited English proficiency can communicate with shelter staff.

## Client Complaints

The Committee received 160 complaints this year filed by 90 unduplicated clients, 14 fewer complaints than the Committee received last year. As has been the case for the past three years, clients submitted the most complaints alleging unprofessional behavior from staff (Standard 1) followed by complaints about unsafe shelter environments (Standard 2) and restroom issues (Standard 3). However, there were slight decreases in the number of complaints that were submitted about each of these Standards.

Committee staff completed investigations for 19 of the 160 complaints last year and were able to verify non-compliance with the Standards of Care in 3 of those cases.

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<sup>1</sup> Standard 3 - FY17-18: 21 infractions, FY18-19: 13 infractions; Standard 12 - FY17-18: 16 infractions, FY18-19: 11 infractions

SHELTER MONITORING COMMITTEE  
COMMITTEE MEMBERS | 2018-2019 Term



**Jonathan Adler, Chair**



**Diana Almanza, Vice**



**Stephen Irwin,**



**Craig Murdock**



**Joseph Kenan**



**Traci Watson**



**Nastassia Serina**

Not pictured: Scott Walton, Gabriela Avalos

# Introduction to the Committee

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## WHO WE ARE

The Shelter Monitoring Committee (The Committee) was established in 2004 to provide the Mayor, the Board of Supervisors, the Local Homeless Coordinating Board, the public and any other government agencies with comprehensive information about shelter conditions, operations and any City policies that affect shelter operations or shelter clients. The Committee is also responsible for monitoring shelters and resource centers to ensure that they are complying with the 32 Standards of Care (The Standards), which are a set of shelter operating standards that were adopted by the Board of Supervisors in 2008.

The Committee is comprised of 13 members who serve on a volunteer basis. 7 of the Committee's members are homeless or formerly homeless individuals, while the remaining 6 members are a mix of representatives from City agencies and other individuals with experience providing services to the homeless.

## WHAT WE DO

The Committee monitors the conditions of shelters and resource centers and their compliance with the Standard of Care by conducting site visits and taking client complaints. The Committee also offers Standard of Care trainings for shelter staff.

## HOW WE DO IT

### **Unannounced and Announced Site Visits**

Committee members form teams and conduct site visits to all shelters and resource centers. The Committee conducts four unannounced visits per site per year to verify if sites are complying with the Standards of Care. Committee teams note and submit Standard of Care infractions to shelter management, who are given 7 days to investigate and resolve the infractions. In addition, the Committee also makes two announced site visits each year in order to survey shelter clients and to give them the opportunity to discuss shelter conditions with Committee members.

### **Investigation of Client complaints**

Clients are able to submit complaints regarding their experiences at shelters and resource centers to Committee staff by email, phone or in person. Client complaints must contain allegations of shelters not complying with the Standards of Care. Complaints are submitted to shelter management, who have 7 days to investigate the allegations and respond to the complaint in writing. Clients have 45 days to inform staff whether or not they are satisfied with the site's response before the complaint is closed.

Clients who are not satisfied with the response can request that Committee staff conduct an independent investigation into their complaint. Committee staff investigates the client's allegations and determines if the site is in compliance with the Standards of Care. Committee staff summarizes their findings and submits them to the client, the site and the Department of Homelessness and Supportive Housing. Committee staff also submits recommendations for corrective action if the investigation determines that the site was not in compliance with the Standards of Care.

## Shelter Programs Monitored by the Committee

The Shelter Monitoring Committee is tasked with monitoring shelters and resource centers that receive City funding for compliance with the Standards of Care. For the 2018-2019 fiscal year, the Committee monitored 10 single adult shelters, 6 family shelters and 4 reservation/resource/drop in centers. Please note that these sites do not represent every shelter in San Francisco, just those under the purview of the Committee. Together, these 20 sites provide services for over 1100 homeless individuals each and every night. Homeless clients can access

services at three different types of shelters:

### Single Adult shelters

There are 10 single adult shelters in San Francisco that provide temporary shelter for homeless adults over the age of 18: 10 year-round shelters and 1 seasonal shelter open during winter months. Clients are able to stay at these single-adult shelters for up to 90 days, though one night and weekend stays are also available. These 11 single adult shelters have a total capacity of 1203 year-round beds.



Next Door single adult shelter

### Family shelters

There are six emergency family shelters being monitored by the Committee, many of which offer private rooms for individual families. The length of stay at family shelters varies from one night to six months depending on availability. These six family shelters can provide shelter for a total of 114 families at a time.



Hamilton Family Shelter private room

### Resource centers and reservation stations

Homeless individuals are also able to access a variety of different services at reservation stations, resource centers and drop-in centers. Resource centers offer services on a drop-in basis and provide chairs for clients to sit in as well as access to services such as showers, laundry facilities, meals and snacks. Reservation stations allow clients to make shelter reservations at single-adult shelters as well as offering some of the amenities that are also available at resource centers. There are two resource centers/reservation stations, 1 reservation station and 1 drop-in center in San Francisco that can seat 256 clients at one time.



Staff station at MSC South Drop In

## 2018-2019 Facts and Figures

### SITE VISITS

Completed **108 out of 117** site visits, 95% of mandated total

**Sites with less than 4 infractions this year:** Hamilton Emergency Shelter, Compass, St. Joseph's

**Sites with the most infractions this year:** United Council, 22 total infractions

### Top 5 Site Visit Infractions

**20**

infractions for ADA compliance and lack of required signage about shelter rules and services

**17**

infractions for lack of translation services

**14**

infractions for not having a stocked first aid kit or other required medical supplies

**13**

infractions for insufficient hygiene supplies, unclean facilities or broken restroom amenities

**13**

infractions for not having at least one front-line staff that is bilingual in English and Spanish

### CLIENT COMPLAINTS

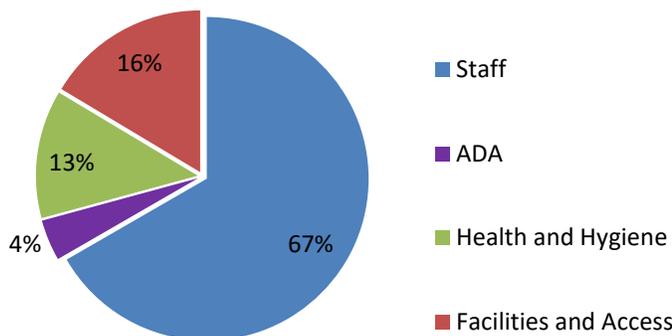
**160 total complaints filed by**

**90 unduplicated clients**

Sites with **0** client complaints: [Compass](#) | [Lark Inn](#) | St. Joseph's

**Most complaints this year:** Next Door with **38** client complaints

### Client Allegations



### Status of Complaints

**8 Satisfied**

**19 Not Satisfied**

**134 Closed**

# 2018-2019

## Year in Review

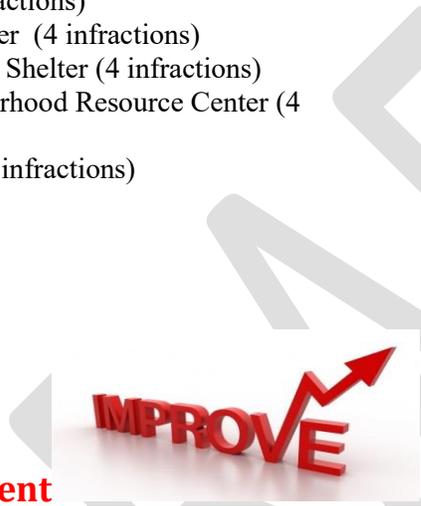


### Accolades

#### Site Visits

There were 7 shelters performed exceptionally well on site visits this year and received 4 or fewer infractions. These 7 sites in order of least to most infractions were:

1. Hamilton Emergency Shelter (0 infractions)
2. St. Joseph's (1 infraction)
3. Compass (3 infractions)
4. Dolores St. Shelter (4 infractions)
4. Hamilton Family Shelter (4 infractions)
4. Mission Neighborhood Resource Center (4 infractions)
4. Harbor House (4 infractions)



### Needs Improvement

#### Site Visits

The United Council resource center received the most site visit infractions this year with 22 total infractions noted. The infractions that were noted on multiple visits this year were:

- Standard 8: Lack of ADA compliance, including posting shelter rules and policies and not providing reasonable accommodation forms in English and Spanish (4 infractions)
- Standard 21: Lack providing professional translation services for shelter clients (4 infractions)
- Standard 22: No bilingual English and Spanish speaking front-line staff employed by the site (3 infractions)

#### Client Complaints

10 shelters received fewer than 4 total client complaints this year. These 10 sites in order of least to most complaints were:

1. Compass (0 complaints)
1. Lark Inn (0 complaints)
1. St. Joseph's Family Shelter (0 complaints)
3. Hamilton Emergency Shelter (1 complaint)
3. Harbor House (1 complaint)
4. A Woman's Place Shelter (2 complaints)
4. First Friendship (2 complaints)
5. Interfaith Winter Shelter (2 complaints)
4. United Council (2 complaints)
5. Mission Neighborhood Resource Center (3 complaints)
5. Hamilton Family Shelter (3 complaints)

#### Client Complaints

The site that received the most client complaints this year was Next Door with 38 complaints. Out of the 38 complaints submitted about Next Door last year:

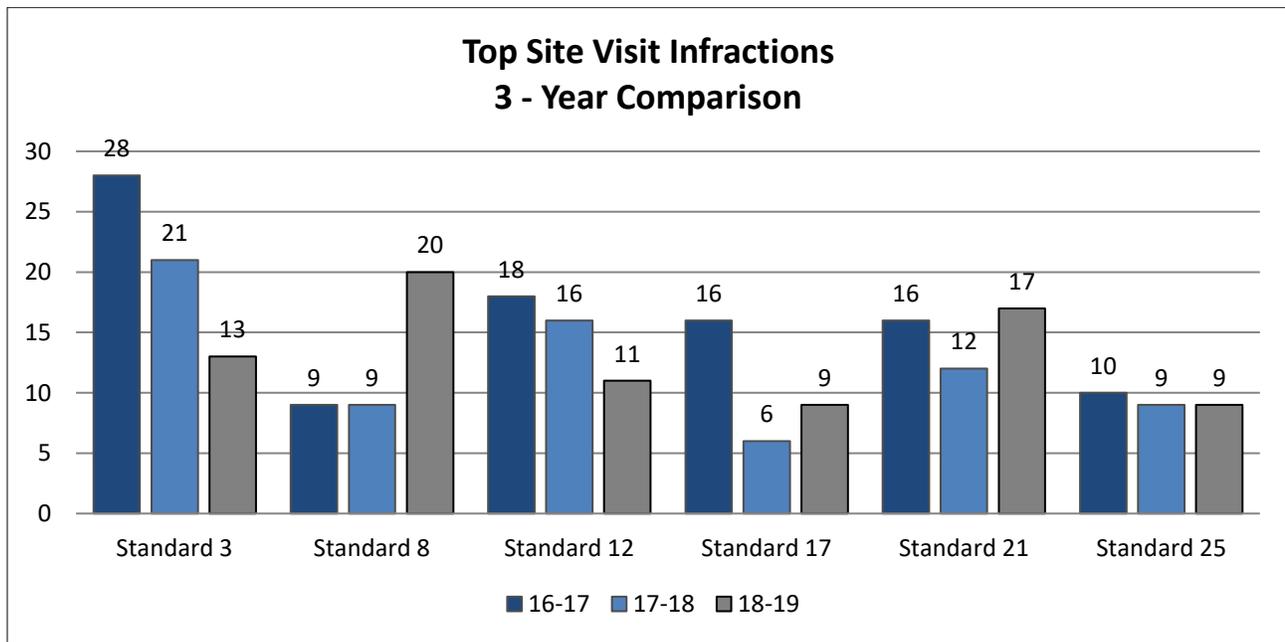
- 31 complaints contained allegations of inappropriate behavior from staff
- 9 complaints were submitted regarding facility issues
- 6 complaints contained allegations of the site not meeting health and hygiene Standards of Care
- 3 complaints submitted alleging the site was not in compliance with the ADA

Although Next Door had the most complaints out of all sites monitored by the Committee, when compared to the previous fiscal year, Next Door had 30 fewer complaints than they did in the previous fiscal year and 85 fewer complaints than in FY16-17, resulting in a 69% reduction in complaints over a 3 year period (FY16-17: 123 client complaints, FY17-18: 68 complaints).

## Comparison to 2017-2018

### Conditions inside shelters

Committee teams monitor conditions inside shelters and note Standard of Care infractions during quarterly site visits. The Committee noted 165 total site visit infractions this year, 51 more than the year before<sup>2</sup>. The table below provides an overview of which specific Standards received the most infractions from site visits over the past three years:



Three of the five Standards that received the most site visit infractions remained the same as last year, which indicates a need for shelters to improve in those areas. Those three Standards were:

- Standard 3: Facilities must be clean, maintained and stocked with hygiene supplies
- Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act.
- Standard 21: Communicate with clients in their primary language or have access to professional translation services

Of those three standards, Standard 8 had the largest increase in infractions this year. Multiple sites were received infractions for not complying with Standard 8 as a result of not posting required ADA signage, not providing reasonable accommodation forms in English and Spanish and not maintaining ADA-accessible amenities. Standard 21, which requires that shelter staff communicate with all clients in their primary language or utilize professional translation services, saw an increase of 5 infractions this year. Although there were 13 infractions noted this year for Standard 3, this reflects a 54% reduction in the number infractions noted for this standard over the past three years. There was also a reduction in the

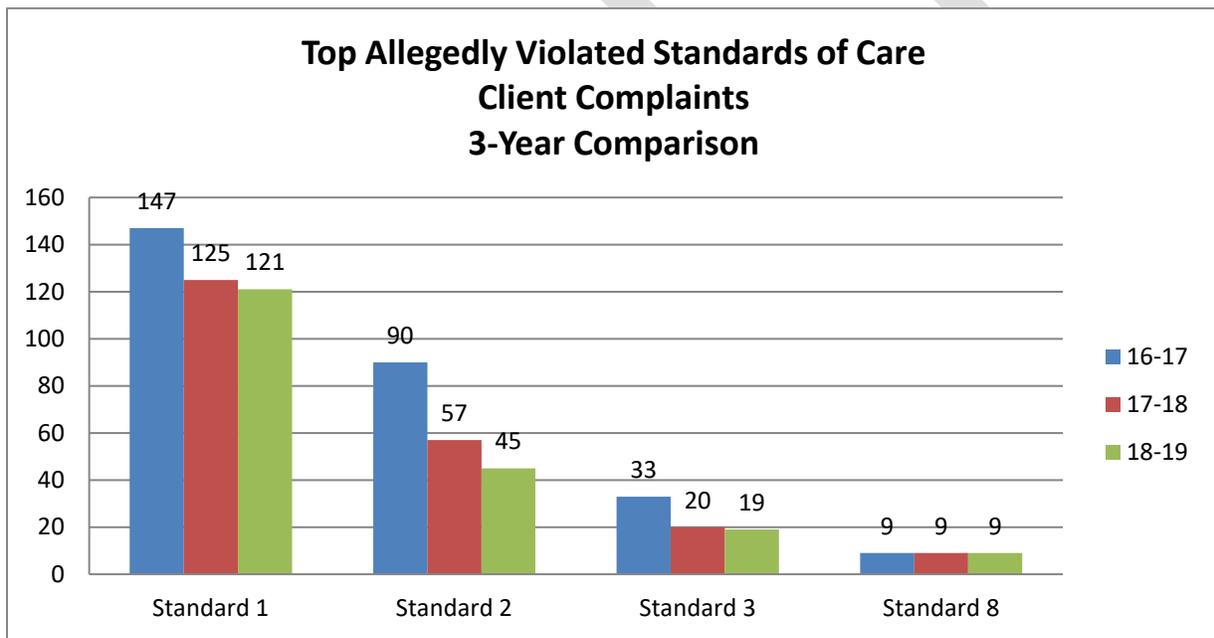
<sup>2</sup> FY16-17: 154 infractions, FY17-18: 114 infractions, FY18-19: 165 infractions

number of infractions noted for Standard 12 (required linens), decreasing from 16 infractions in FY17-18 to 11 infractions in FY18-19.

Standard 22, which requires that all sites have at least one bilingual English and Spanish speaking employee, saw an increase from 4 infractions to 13 infractions this year. The high number infractions for Standard 21 and Standard 22 indicates that sites are having difficulty ensuring that shelter clients who do not primarily speak English are able to communicate with shelter staff and access shelter services.

### Treatment and Personal Experience of Shelter Clients

The Committee monitors client complaints to gather information on the treatment and personal experience of shelter clients. The Committee received 160 complaints submitted by 90 shelter clients this year (out over 1100 individual clients served by San Francisco’s shelter system every night). This represents an 8% decrease in complaints and an 8% decrease in the number of clients filing complaints compared to last year.<sup>3</sup> The table below shows which Standards clients submitted the most complaints about over the past three years:



(Please note that each complaint can contain allegations non-compliance with multiple Standards of Care)

As has been the case for the past three years, clients submitted the most complaints about unprofessional behavior from staff (Standard 1) followed by complaints about unsafe shelter environments (Standard 2) and restroom issues (Standard 3). The number of complaints submitted about shelters not complying with ADA (Standard 8) stayed the same at 9 total complaints. However, there were slight decreases in the number of complaints that were submitted about each of these Standards when compared to the previous year.

<sup>3</sup> FY16-17: 219 complaints, 133 clients; FY17-18: 174 complaints, 98 clients

## I. Site Visits

The Shelter Monitoring Committee completed 108 out of 113 site visits, or 95% of the mandated total for the fiscal year. Although the Committee completed 5 fewer visits than they did in 2017-2018, there were a total of 165 total infractions noted this year, 48 more infractions than the previous year.

The five Standards that shelters had the most difficulty meeting this year were:

### Standard 8: ADA Compliance



20 infractions: A Woman's Place, A Woman's Place Drop In, Mission Neighborhood Resource Center, MSC South Drop In, Next Door, Providence, Sanctuary, United Council

### Standard 21: Professional translation services



17 infractions: A Woman's Place, Bethel AME, First Friendship, Interfaith Winter Shelter, MSC South Drop In, Providence, United Council

### Standard 6: Stocked first aid kits and required medical supplies



14 infractions: A Woman's Place Drop In, A Woman's Place, Interfaith Winter Shelter, Lark Inn, MSC South, Santa Marta/Maria/Jazzie's Place

### Standard 3: Required hygiene supplies



13 infractions: A Woman's Place, A Woman's Place Drop In, Bethel AME, First Friendship, Hospitality House, Interfaith Winter Shelter, Sanctuary, United Council

### Standard 22: Bilingual English/Spanish speaking staff



13 infractions: A Woman's Place Shelter, A Woman's Place Drop In, Bethel AME, First Friendship, Hospitality House, Interfaith Winter Shelter, Sanctuary, United Council

## Explanation of Infractions

### Standard 8: ADA Compliance



20 infractions: With 20 infractions this year, Standard 8 received the most infractions out of any Standard. Standard 8 requires that shelters provide services in compliance with the Americans with Disabilities Act and provide information to clients on shelter rules and services (such as reasonable accommodations, case management, laundry services, etc.) in English and Spanish. Shelters received Standard 8 infractions when required information on ADA access and shelter services were not posted, if ADA-accessible amenities were not in working condition and if reasonable accommodation forms weren't available in English and Spanish.

### Standard 21: Professional translation services



16 infractions: Standard 21 requires that shelters communicate with clients in their primary language or have access to professional translation services. Three of the sites that received Standard 21 infractions (Bethel AME, Providence, First Friendship ) have access to translators that are proficient in Spanish, Mandarin, Cantonese, and Tagalog but do not offer translation services in other languages.

### Standard 6: Stocked first aid kits and required medical supplies



14 infractions: Standard 6 requires that shelters provide stocked first aid kits and required medical supplies such as Automatic External Defibrillators (AED), CPR masks and disposable gloves. Sites received a Standard 6 infraction if they did not provide all required medical supplies.

### Standard 3: Required hygiene supplies



13 infractions: Standard 3 requires that shelters provide hygiene supplies such as soap, toilet paper, hand sanitizer and bath towels (locations that offer showers only). Sites received an infraction if they did not have all required hygiene supplies in stock at the time of the site visit.

### Standard 22: Bilingual English/Spanish speaking staff



13 infractions: Standard 22 requires that all sites have at least one front-line employee that is bilingual in English and Spanish. Sites received a Standard 22 infraction if they did not employ at least one bilingual front-line employee.

## II. Client Complaints

The Committee received 160 Standard of Care complaints filed by 90 unduplicated clients this year (out of over 1100 shelter clients served every night). This represents an 8% decrease in the number of complaints and the number of unduplicated clients filing complaints when compared to the previous fiscal year.<sup>4</sup>

### Client Complaints – Top 3 Allegedly Violated Standards

Standard of Care	Category	# of complaints alleging violations of this Standard	# of unduplicated complainants submitting complaints	# sites receiving complaints about this Standard
Standard 1: Treat clients equally, with respect and dignity, including in the application of shelter policies and grievance process	Staff 	121	70	16
Standard 2: Provide shelter services in an environment that is safe and free from physical violence; by ensuring safety protocols are in place that include training to shelter staff regarding de-escalation techniques	Staff 	45	38	10
Standard 3: Provide...soap...paper/hand towels...hand sanitizers...and hire janitors staff to clean shelters on a daily basis	Health and Hygiene 	19	18	9

**Please note that each complaint can include alleged violations of more than one Standard or multiple alleged violations of the same Standard.**

<sup>4</sup> 2017-2018: 174 total complaints submitted by 98 unduplicated clients

## Client Complaint Investigations

There were 18 investigations conducted this year resulting from site responses that did not satisfy the complainants. There are four categories for Investigation results:

***In Compliance*** – Committee staff found sufficient evidence to determine that the site is in full compliance with the Standards of Care that were listed in the original client complaint.

***Not in Compliance*** – Committee staff found sufficient evidence to determine that the site was not fully complying with the Standards of Care and recommended corrective action.

***Inconclusive*** – Committee staff were unable to find sufficient evidence to conclusively determine if the site was or was not fully complying with the Standards of Care listed in the original client complaint.

***Split*** – The original complaint contained multiple allegations that the site was not complying with the Standards of Care. The Split category indicates that Committee staff determined that the investigation results differed depending on each individual allegation.

### 2018-2019 Investigation Results

Site	Investigations	Findings
Bethel AME	4	<b>Investigation #1:</b> Standard 1 - Inconclusive <b>Investigation #2:</b> Standard 19 - Inconclusive <b>Investigation #3:</b> Standard 1 - Inconclusive <b>Investigation #4:</b> Standard 1 – Inconclusive, Standard 2 – Inconclusive, Standard 3 – Out of Compliance
Hamilton Family	1	<b>Investigation #1:</b> Standard 3 – Inconclusive, Standard 9 – In Compliance
Interfaith Winter Shelter	1	<b>Investigation #1:</b> Standard 1 - Inconclusive
MSC South	2	<b>Investigation #1:</b> Standard 1, Allegation #1 – Inconclusive Standard 1, Allegation #2 – In Compliance <b>Investigation #2:</b> Standard 1 – Inconclusive, Standard 21 – Inconclusive
Next Door	8	<b>Investigation #1:</b> Standard 1 - Inconclusive <b>Investigation #2:</b> Standard 1 – Inconclusive <b>Investigation #3:</b> Standard 1 – Inconclusive <b>Investigation #4:</b> Standard 3 – In Compliance, Standard 8 – In Compliance <b>Investigation #5:</b> Standard 1 – Inconclusive, Standard 2 – Out of Compliance <b>Investigation #6:</b> Standard 1 – Out of Compliance, Standard 2 – Inconclusive <b>Investigation #7:</b> Standard 1 – Out of Compliance <b>Investigation #8:</b> Standard 1 – Inconclusive, Standard 8 – Out of Compliance
Sanctuary	3	<b>Investigation #1:</b> Standard 1 - Inconclusive <b>Investigation #2:</b> Standard 1 – Inconclusive <b>Investigation #3:</b> Standard 1 – Inconclusive, Standard 3 – In Compliance, Standard 17 – Inconclusive
<b>Total:</b>	<b>19</b>	<b>Out of Compliance: 1, Inconclusive: 10, Split: 8</b>

**Appendices**

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Standards of Care	Type of Standard
1. Treat clients equally, with respect and dignity, including in the application of shelter policies and grievance process	STAFF
2. Provide shelter services in an environment that is safe and free of physical violence; by ensuring safety protocols are in place that include training to shelter staff regarding de-escalation techniques	STAFF
3. Provide, liquid soap with a dispenser permanently mounted on the wall in the restrooms; small individual packets of liquid soap, or small bar soap for use by one individual only, paper/hand towels, hand sanitizers, at least one bath-size (24"x48") towel to shelter clients and staff in each bathroom; if hand-dryers are currently installed they shall be maintained in proper working condition; in addition, shelters shall provide toilet paper in each bathroom stall and hire janitorial staff clean shelters on daily basis	HEALTH
4. Provide feminine hygiene and incontinence supplies	HEALTH
5. Comply with current City policy set forth in the San Francisco Environment Code, including the requirements set forth in Chapter 3 (the Integrated Pest Management Code) and Chapter 2 (the Environmentally Preferable Purchasing Ordinance) to ensure that shelter operators use products that are least harmful to shelter clients, staff, and the environment	HEALTH
6. Ensure that first aid kits, CPR masks, and disposable gloves are available to staff at all times and make Automatic External Defibrillators (AED) available to staff in compliance with all regulatory requirements of state and local law relating to the use and maintenance of AEDs.	HEALTH
7. Supply shelter clients with fresh cold or room temperature drinking water at all times during normal operating hours	HEALTH
8. Provide shelter services in compliance with the Americans with Disabilities Act (ADA), including but not limited to: (i) appropriate and secure storage of medication, (ii) the provision of accessible sleeping, bathing and toileting facilities in previously designated as accessible shall comply with federal and state law requiring a minimum of 36 inches between sleeping units and sleeping surface height between 17-19 inches above the finished floor. In consultation with the contracting City department, and based on a history of previous usage, shelter operators shall designate an adequate number of accessible sleeping units to meet the needs of shelter clients requiring such facilities due to a mobility disability; and (iii) reasonable modifications to shelter policies, practices, and procedures; (iv) In addition, shelters shall provide orientation to new shelter clients that includes information on shelter rules and how to access case management services, and shall ensure case management services go to those shelter clients most in need of case management services. This information shall be made accessible to shelter clients with disabilities through the use of appropriate auxiliary aid and/or services, such as large print for clients with visual impairments or ASL interpreting for Deaf clients. The City shall provide equal access to shelter clients with disabilities without regard to whether they accept auxiliary aids.	ADA
9. Engage a nutritionist, who shall develop all meal plans, including meal plans for children and pregnant women; and post menus on a daily basis.	HEALTH
10. Make dietary modifications to accommodate request from clients based on religious beliefs and practices; health or disability reasons	HEALTH
11. Comply with Article 19F of the San Francisco Health Code that prohibits smoking in homeless shelters.	HEALTH
12. Provide shelter clients with one clean blanket, two clean sheets, and one pillow enclosed in a plastic or vinyl sleeve with a clean pillowcase; sheets shall be cleaned at least once per week and upon client turnover	FACILITY

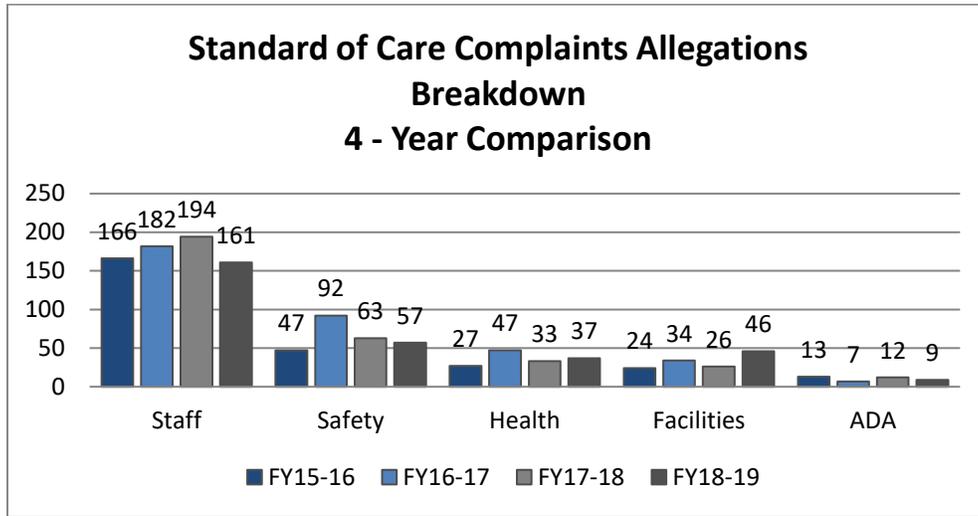
13.	Make the shelter facility available to shelter clients for sleeping at least 8 hours per night	HEALTH
14.	Provide daytime access to beds in all 24-hour shelters	FACILITY
15.	Provide shelter clients with pest-free, secure property storage inside each shelter. Shelter staff shall provide closable bags to clients for storage purposes. If storage inside a shelter is unavailable, the shelter operator may provide free, pest-free storage off-site as long as the off-site storage is available to the shelter client up until the time of evening bed check	FACILITY
16.	Provide shelter clients with access to electricity for charging cell phones; and other durable medical equipment for clients with disabilities	FACILITY
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	FACILITY
18.	Provide access to free local calls during non-sleeping hours; including TTY access and amplified phones for clients who are deaf and hearing-impaired	FACILITY
19.	Provide a minimum of 22 inches between the sides of sleeping units, excluding the designated ADA-accessible sleeping units and sleeping units separated by a wall	HEALTH
20.	Provide all printed materials produced by the City and shelters in English and Spanish and other languages upon and ensure that all written communications are provided to clients with sensory disabilities in alternate formats such as large print, Braille, etc., upon request	FACILITY
21.	Communicate with each client in the client's primary language or provide professional translation services; including but not limited to American Sign Language interpretation; however, children or other clients may be asked to translate in emergency situations	FACILITY
22.	Provide at least one front line staff at each site that is bilingual in English and Spanish	FACILITY
23.	Ensure that each shelter has an emergency disaster plan that requires drills on a monthly basis and that, in consultation with the Mayor's Office on Disability, includes specific evacuation devices and procedures for people with disabilities	FACILITY
24.	Locate alternate sleeping unit for a client who has been immediately denies services after 5:00 PM, unless the denial was for acts or threats of violence	FACILITY
25.	Require all staff to wear a badge that identifies the staff person by name and position badges	STAFF
26.	Ensure all clients receive appropriate and ADA-compliant transportation to attend medical, permanent housing, substance abuse treatment, job-search, job interview, mental health, shelter services (etc)	FACILITY
27.	Provide public notification at least 24 hours in advance of on-site, community meetings	FACILITY
28.	Provide clients with access to free laundry services with hot water and dryer that reaches a temperature between 120-130 degrees Fahrenheit, on or off site	FACILITY
29.	To the extent not inconsistent with Proposition N, passed by the voters on November 5, 2002, ensure all single adult shelter reservations be for a minimum of 7 nights.	FACILITY
30.	Agree to comply with the California Department of Industrial Relations, Division of Occupational Safety and Health (Cal-OSHA) General Industry regarding Blood borne Pathogens (8 CCR 5193) and its injury and illness Prevention Program (8CCR 3203), including but not limited to applicable requirements regarding personal protective equipment, universal precautions, and the development of an exposure control plan, as defined therein,	HEALTH
31.	Annual all-staff mandatory trainings: (1) hand washing requirements and other communicable disease prevention; (2) proper food handling and storage; (3) emergency procedures in case of disaster, fire, or other urgent health or safety risk, including but not limited to CPR requirements; (4) safe and appropriate intervention with violent or aggressive shelter clients, including training on the harm reduction model in dealing with substance abuse; (5) safe and appropriate interaction with shelter clients who suffer from mental illness or substance abuse; (6) On-the-job burn-out	STAFF

<p>prevention; (7) requirements under the ADA, in collaboration with the Mayor’s Office on Disability and the City Attorney’s Office; (8) policies and procedures explained in shelter training manuals; (9) cultural humility, including sensitivity training regarding homelessness, the lesbian, bisexual, gay, and transgender communities, people with visible and invisible disabilities, youth, women, and trauma victims.</p>	
<p>32. Maximize the space for sleeping in the shelter to the fullest extent possible.</p>	<p>FACILITY</p>

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## Standard of Care Complaints Tally Per Site 2018-2019

Site	Capacity	# of Complainants	# of Complaints filed	Status of Complaints	Investigations
A Woman's Place	11 mats	2	2	Closed (2)	N/A
A Woman's Place Drop In	63 chairs	7	7	Closed (7)	N/A
Bethel AME	30 mats	13	27	Satisfied (1) Not Satisfied (4) Closed (22)	Completed (4)
Compass	22 families	0	0	N/A	N/A
Dolores St. Shelter	Santa Marta/Maria: 56 bunk beds Jazzie's Place: 24 beds Santa Ana: 28 mats	4	4	Closed (4)	N/A
First Friendship	25 families	2	2	Closed (2)	N/A
Hamilton Emergency Shelter	22 families	1	1	Closed (1)	N/A
Hamilton Family Shelter	27 families	2	3	Closed (1) Satisfied (1) Not Satisfied (1)	Completed (1)
Harbor House	30 families	1	1	Closed (1)	N/A
Hospitality House	30 beds/mats	4	6	Closed (6)	N/A
Interfaith Winter Shelter (Open from Nov. through Feb.)	60-100 mats depending on the site	2	2	Closed (1) Not Satisfied (1)	Completed (1)
Jazzie's Place	24 beds	1	1	Closed (1)	N/A
Lark Inn	40 beds	0	0	N/A	N/A
MSC South Drop In	70 chairs	4	4	Closed (4)	N/A
MSC South Shelter	340 beds	17	20	Closed (18) Not Satisfied (2)	Completed (2)
MNRC	75 chairs	2	3	Closed (3)	N/A
Next Door	334 beds	24	38	Satisfied (2) Not Satisfied (8) Closed (28)	Completed (8)
Providence	110 mats	4	4	Closed (4)	N/A
Sanctuary	200 beds	24	34	Satisfied (3) Not Satisfied (3) Closed (28)	Completed (3)
St. Joseph's	10 families	0	0	N/A	N/A
United Council	48 chairs	2	1	Closed (2)	N/A
<b>Totals</b>	<b>Single adult: 1203 beds/mats Interfaith: 60-100 mats Resource Centers: 256 chairs Family: 106 families</b>	<b>116 complainants (90 unduplicated)</b>	<b>160 complaints</b>	<b>Satisfied (7), Not Satisfied (19), Closed (134)</b>	<b>Completed (19)</b>



**Total allegations: FY18-19: 310, FY17-18: 343, FY16-17: 362, FY15-16: 277**

The *Standard of Care Complaint Allegations Breakdown* chart provides an overview of the types of complaints that were filed with the Committee over the past four fiscal years. There are five Standard of Care complaint categories:



**Staff**

The staff category refers to three Standards (1, 25 & 31) that focus on how the client is treated at the site. This category includes complaints alleging staff being unprofessional, not applying shelter policies equally to all clients and not receiving required trainings.



**Safety**

This category refers to Standard 2, which requires that shelter services be provided in environment that is safe and free from physical violence.



**Americans with Disabilities Act (ADA)**

The ADA category refers to Standard 8 and the majority of complaints in this category focus on either a lack of or a denial of access through an accommodation request or a facility problem.



**Health & Hygiene**

This category refers to 11 Standards focusing on meals, access to toiletries, shelter cleanliness and stocked first aid kits. The 11 Standards include Standards 3, 4, 5, 6, 7, 9, 10, 11, 13, 19, and 30.



**Facility & Access**

The sixteen Standards in this category focus on whether shelter facilities are accessible and providing clients with items and services such as property storage, bedding and transportation. The Standards that make up this area are 12, 14, 15, 16, 17, 18, 20, 21, 22, 23, 24, 26, 27, 28, 29, and 32.

## Programs Monitored by the Shelter Monitoring Committee

Program Name	Program Type	Population Served	Client Capacity	Hours of Operation	Address
<b>A Woman's Place</b>	Single Adult Shelter	Women only	11 mats	4:30 PM – 8:00 AM	1049 Howard St.
<b>A Woman's Place Drop In</b>	Drop-In	Women, children, and fathers accompanied by women and children	63 chairs	24-hours	211 13 <sup>th</sup> St.
<b>Bethel AME</b>	Single Adult Shelter	Women only	30 mats	6:00 PM – 7:00 AM	916 Laguna St.
<b>Compass</b>	Family Shelter	Families	22 families	24-hours	626 Polk St.
<b>Dolores St. Shelter</b>	Single Adult Shelter	Men, Women and Gender Non-Conforming	Santa Marta/Maria: 56 bunk beds Jazzie's Place: 24 beds Santa Ana: 28 mats	7:00 PM – 6:45 AM	1050 S. Van Ness
<b>First Friendship</b>	Family Shelter	Families	25 families	3:00 PM – 7:00 AM	501 Steiner St.
<b>Hamilton Emergency Shelter</b>	Family Shelter	Families	46 beds	24-hours	260 Golden Gate
<b>Hamilton Family Shelter</b>	Family Shelter	Families	27 families	24-hours	260 Golden Gate
<b>Harbor House</b>	Family Shelter	Families	30 families	24-hours	407 9 <sup>th</sup> St.
<b>Hospitality House</b>	Single Adult Shelter	Men only	30 beds and mats	4:00 PM - 8:00 AM (weekdays), 24-hours (weekends)	146 Leavenworth
<b>Interfaith Winter Shelter</b>	Single Adult Shelter (seasonal winter shelter)	Men only	Varies depending on the site (60-100 mats)	Seasonal Winter Shelter open from Nov. through Feb.	Varies depending on the site
<b>Lark Inn</b>	Single Adult Shelter	Young Adult Women and Men (18-24)	40 beds	24-hours	869 Ellis St.
<b>MSC South Drop In</b>	Reservation Station	Women and Men	70 chairs	24-hours	525 5 <sup>th</sup> St.
<b>MSC South Shelter</b>	Single Adult Shelter	Women and Men	340 beds	24-hours	525 5 <sup>th</sup> St.
<b>MNRC</b>	Resource Center and Reservation Station	Women and Men	75 chairs	Monday – Friday: 7:00 AM – 12:00 Noon, 2:00 PM – 7:00 PM. Thursdays: Open until 8:00 PM Saturday: 7:00 AM – 12 Noon	165 Capp St.
<b>Next Door</b>	Single Adult Shelter	Women and Men	334 beds	24-hours	1001 Polk St.
<b>Providence</b>	Single Adult Shelter	Women and Men	110 mats	10:00 PM - 7:00 AM	1601 McKinnon Ave.
<b>Sanctuary</b>	Single Adult Shelter	Women and Men	200 beds	24-hours	201 Eighth St.
<b>St. Joseph's</b>	Family Shelter	Families	10 families	24-hours	899 Guerrero
<b>United Council</b>	Resource Center and Reservation Station	Women and Men	48 chairs	7:00 AM – 9:00 AM 7:00 PM to 9:00 PM	2111 Jennings St.