



Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: March 15, 2019
RE: February 2019 SOC Staff Report

February Client Complaints

There were a total of fifteen complaints submitted to the Shelter Monitoring Committee by fourteen unduplicated clients in January 2019. There were two complaints that received a response that did not satisfy the client, the investigations for those complaints are currently pending. There was one complaint that was closed after the client indicated that they were satisfied with the site response. Sites have responded to the remaining twelve 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.

A Woman's Place

- **Client #1:**
- **Complaint submitted: 2/26/19**
- **Response received: 3/7/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...;
- The complainant alleged that a shelter employee was unprofessional and threatened to write her up for no reason.
- The response states that management spoke to the employee, who denied the allegations and stated that she had spoken to the complainant about multiple rule violations and only said she would write up the complainant if she continued to violate rules.

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

Bethel AME

- **Client #1, Complaint #1:**
- **Complaint submitted: 2/12/19**
- **Response received: 2/13/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;

- **Standard 2:** Provide shelter services in an environment that is safe...;
- **Standard 16:** Provide shelter clients with access to electricity for charging cell phones...;
- The complainant alleged that shelter staff are unprofessional, intentionally unplugged the charging station when she was using it and left exterior gates unsecured so unauthorized individuals were able to enter the shelter.
- The response denies the allegations and states that staff had to unplug the power strip used by clients because it was damaged after plugging in two floor heaters. The response also states that the gates were secured and that management had not received any reports about unauthorized individuals entering the shelter.

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: 2/14/19**
- **Response received: 2/14/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that shelter staff have given her unjustified write-ups in retaliation for her submitting complaints about the shelter.
- The response states that the complainant was given a write-up for “staring and glaring” at shelter staff, which is a violation of a shelter rule.

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

- **Client #2:**
- **Complaint submitted: 2/26/19**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is safe...;
- The complainant alleged that a shelter employee consistently sleeps while on duty during the graveyard shift.

Open – The site has not responded to this complaint.

Dolores St. – Santa Marta/Maria

- **Client #1 :**
- **Complaint submitted: 2/12/19**
- **Response received: 2/19/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that shelter staff were rude to him and that he’s heard them shouting racial slurs in the middle of the night.
- The response denies the allegation that staff were rude to the complainant and states that staff are strictly trained to respect clients and Quiet Hours from 10 PM – 6 AM. The response also states that although they did receive a complaint from a client saying he was being disturbed by noise at night, it was because the client’s bed was near the staff station and not being because staff were shouting racial slurs. The response also states that staff offered the client ear plugs and a bed move, both which were declined on more than one occasion.

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

Hamilton Family Shelter

- **Client #1 :**
- **Complaint submitted: 2/4/19**
- **Response received: 2/19/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
 - **Standard 3:** ...provide toilet paper in each bathroom stall...
 - **Standard 9:** Engage a nutritionist, who shall develop all meal plans...;
- The complainant alleges that the meals being provided by the site are insufficient for his family's needs, that the site is not maintaining a hygienic environment and that the restroom facilities are dirty and out of order.
- The response states that management have approved requests to allow the complainant to store personal food at the shelter. The response also states that the shelter is cleaned on a daily basis and that any issues with the bathrooms were identified and fixed.

Not Satisfied – The complainant indicated that they were not satisfied with the site's response and requested an investigation. That investigation is currently pending.

MSC South

- **Client #1:**
- **Complaint submitted: 2/8/19**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...;
 - **Standard 8:** ...reasonable modifications to shelter rules...;
 - **Standard 13:** Make shelter facility available for sleeping at least 8 hours per night
- The complainant alleges that shelter staff were rude, that they wouldn't approve her reasonable accommodation request for a lower bunk and that the monitors on the women's floors aren't enforcing quiet hours during "Lights Out"

Open – The site has not responded to this complaint.

- **Client #2:**
- **Complaint submitted: 2/21/19**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...;
- The complainant alleges that shelter staff were rude and refused to let her stay at the shelter even though the site was offering emergency beds/mats to clients due to extreme weather conditions that week.

Open – The site has not responded to this complaint.

- **Client #3:**
- **Complaint submitted: 2/21/19**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...;

- **Standard 3:** ...provide toilet paper in each bathroom stall...
- **Standard 9:** Engage a nutritionist, who shall develop all meal plans...;
- The complainant alleges that shelter facilities aren't being cleaned on a daily basis, that meal served at the site aren't nutrition and that staff are only providing lower bunks to CAAP and GA clients.

Open – The site has not responded to this complaint.

Next Door

- **Client #1:**
- **Complaint submitted: 2/1/19**
- **Response received: 2/8/19**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is safe...;
- The complainant alleged that shelter staff and clients are working together to harass him in order to wake him up while he is sleeping.
- The response states that management investigated the allegations but couldn't verify any of his complaints. The response also states that management met with the client, who told them that he has been waking up and assuming someone had punched him because of a sensation of having to urinate after waking up.

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

- **Client #2:**
- **Complaint submitted: 2/12/19**
- **Response received: 3/6/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...;
- The complainant alleged that staff lost the doctor's note on file that stated her need for two emotional service animals and refused to allow her to bring her cat into the shelter.
- The response states that the complainant was aware of the site's policy on the first day of her stay, which allows clients to have one pet if they arrive with the pet on the first day of their stay.

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

- **Client #3:**
- **Complaint submitted: 2/22/19**
- **Response received: 3/5/19**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is safe...;
- The complainant stated that she was recording another client outside of the shelter when the other client knocked the phone out of her hand and tried to attack her. The complainant states that even though shelter staff were present, they did not give her attacker any write-ups.
- The response states that shelter staff witnessed the complainant antagonizing the other client and that the other client tried to walk away after knocking the complainant's phone out of her hand. The response also states that the complainant continued to escalate the situation by following the other client as she was trying to walk away.
- **HSH was notified of this complaint because it contains allegations of acts of violence.**

Not Satisfied – The complainant indicated that they were not satisfied with the site's response and requested an investigation. That investigation is currently pending.

- **Client #4:**
- **Complaint submitted: 2/27/19**
- **Response received: 3/7/19**
- **Alleged SOC Violations:**
 - **Standard 15:** Provide shelter clients with pest-free, secure property storage...;
- The complainant stated that shelter staff disposed of his property even though he was in the hospital.
- The response states that the complainant's bed had already been dropped prior to his hospital stay due to missing bed check an excessive amount. The response states that his property was discarded after a week because the complainant had not contacted the shelter to let them know that he would need additional time to pick up his property.

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

Sanctuary

- **Client #1:**
- **Complaint submitted: 2/5/19**
- **Response received: 2/12/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
 - **Standard 2:** Provide shelter services in an environment that is safe...;
- The complainant alleged that a shelter client threatened him after he asked him not to put his scabies infested property near his bed. The complainant alleged that staff eventually transferred him to another shelter, but they tried to pressure him to take all of his property at once even though clients have 72 hours to pick up their property.
- The response states that staff intervened and reminded the other client not to place his property near the complainant's bed. The response also states that the other client stated that he felt humiliated because the complainant accused him of having scabies without having any proof. The response stated that management was willing to let the complainant leave his property at the site for 3 days but they had the impression that he wanted to take everything with him that day.

Satisfied – The client indicated that they were satisfied with the site response, as a result this complaint is closed.

- **Client #2:**
- **Complaint submitted: 2/12/19**
- **Response received: 2/20/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant alleged that shelter staff gave preferential treatment to another client by allowing her to skip the laundry sign-up process and giving her access to the laundry room before clients who had signed up to do laundry at that time.
- The response states that there are two laundry sign up sheets, one for disabled and senior clients to use the 1st floor laundry room and a second sheet for other clients to do laundry on the 2nd floor. The response states that the other client had correctly signed up for a laundry slot on the 1st floor laundry sign up sheet, that the complainant had actually signed up on the 2nd floor sign-up sheet and that staff were correctly enforcing the site's laundry procedures.

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

February 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	5
Standard 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	2
Standard 8: Provide...reasonable modifications to shelter policies...;	1
Standard 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.	2
Standard 13: Make the shelter facility available to shelter clients for sleeping at least 8 hours per night	1
Standard 15: Provide shelter clients with pest-free, secure property storage inside each shelter	1
Standard 16: Provide shelter clients with access to electricity for charging cell phones...	1

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

February Investigations

The Committee completed one investigation in February for a Next Door client who was not satisfied with the site's response to their complaint. The following section provides an overview of the investigation, including any findings and recommendations:

Next Door

Complaint filed: 1/8/19

Response received: 1/15/19

Investigation requested: 2/15/19

Investigation completed: 2/22/19

Alleged SOC violations:

- **Standard 3:** ...clean shelters on a daily basis...;
- **Standard 8:** Provide...accessible sleeping, bathing and toileting facilities...;

Allegations: The complainant alleged that the restrooms were frequently out of paper towels, sleeping mats and linens that have been infested with bed bugs are kept in unsealed piles inside the trash room and that the shower chairs frequently go missing from the ADA shower stalls.

Investigation: Committee staff visited Next Door to inspect the shelter facilities and to interview shelter staff.

Findings: After inspecting the restroom facilities on the men and women's floors, Committee staff verified that paper towel dispensers had been installed and were operational. Committee staff also verified that shower chairs were now in all ADA shower stalls and that additional chairs were being kept on the floors in case additional shower chairs were needed. Lastly, Committee staff inspected the trash room and verified that all infested linens and mats had been disposed of. As a result of these findings, Next Door was found to be In Compliance with the Standards of Care and no corrective action was recommended.

Total Client Complaints FY 2018-2019

Site	Site Capacity	7/18	8/18	9/18	10/18	11/18	12/18	1/19	2/19	Total (FY18-19)
A Woman's Place	11 mats	0	0	0	0	0	0	0	1	1
A Woman's Place Drop In Center	63 chairs	1	0	1	1	0	1	2	0	6
Bethel AME	30 mats	5	4	2	1	3	3	3	3	24
Compass	22 families	0	0	0	0	0	0	0	0	0
Dolores St - Santa Marta/Maria/Ana/ Jazzie's Place	56 beds	0	0	0	0	0	0	1	1	2
First Friendship	25 families	0	0	0	0	0	0	0	0	0
Hamilton Emergency	22 families	0	0	1	0	0	0	0	0	1
Hamilton Family	27 families	1	1	0	0	0	0	0	1	3
Hospitality House	30 beds/mats	0	0	0	0	0	0	0	0	0
Interfaith Winter Shelter *seasonal shelter only open during winter months	60-100 mats depending on the site	0	0	0	0	0	0	1	0	1
Lark Inn	40 beds	0	0	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	0	0	0	0	0	1	0	0	1
MSC South Shelter	340 beds	0	2	3	4	2	1	1	3	16
MSC South Drop In Center	75 chairs	0	1	0	0	1	1	0	0	3
Next Door	334 beds	5	2	2	4	2	8	5	4	32
Providence	110 mats	4	1	0	0	0	0	0	0	5
Sanctuary	200 beds	3	4	3	3	4	2	5	2	26
Santa Ana	28 beds	0	0	0	0	0	0	0	0	0
St. Joseph's	10 families	0	0	0	0	0	0	0	0	0
United Council	48 chairs	0	0	0	1	0	0	0	0	1
Total	Single adult: 1203 beds/mats Interfaith: 60- 100 mats Resource Centers: 256 chairs Family: 106 families	19	15	12	14	12	17	18	15	122

February Site Visit Infractions

The Committee completed six unannounced site visits in February 2019. There were no infractions noted on the visit to A Woman's Place Drop In, the infractions from the remaining five site visits are listed below:

Hamilton Emergency and Family Shelters

Site visit date: 2/21/19

Infractions submitted to site: 3/1/19

Site responded: **Pending**

SOC Infractions:

- **Standard 9:** Meal menus posted in English but not Spanish – **Resolved**

Interfaith Winter Shelter – First Unitarian

Site visit date: 2/21/19

Infractions submitted to site: 3/1/19

Site responded: 1/17/19

SOC Infractions:

- **Standard 8:** No signage posted on where to go for laundry services or where to access case management, no refrigerator or alternate plan in case clients need to store medication, no ADA liaison, ADA information not posted in English and Spanish, reasonable accommodation forms not available in English and Spanish – **Refrigerator for client medication is an issue the site is still currently trying to address, all other issues have been resolved**
- **Standard 11:** Smoking Prohibited signs not posted in English and Spanish – **Resolved**
- **Standard 12:** No pillows or pillowcases provided to clients (not being provided by the City) – **Ongoing, extra blanket provided to serve as sheet and pillow**
- **Standard 18:** No phones available for clients to use to make local calls during "Lights On", no signage posted on where clients can access a TTY machine – **TTY signage posted, lack of phones for clients to use during "Lights On" is an ongoing issue**
- **Standard 19:** Less than 22 inches of space between sleeping mats – **Resolved**
- **Standard 20:** Not all City and shelter printed materials available in Spanish – **Resolved**
- **Standard 21:** No Language Link or other professional translation service available – **Resolved**
- **Standard 23:** More than 30 days since last emergency drill, no Emergency Exit plans posted inside shelter – **Resolved**
- **Standard 25:** ID badges not worn by all staff – **Resolved**
- **Standard 26:** No MUNI tokens or other transportation services available for clients – **Resolved**

Providence

Site visit date: 2/28/19

Infractions submitted to site: 3/14/19

Site responded: **Pending**

SOC Infractions:

- **Standard 6:** First aid kits ran out of anti-biotic ointment – **Pending**
- **Standard 12:** Clients not being provided with pillows and pillowcases – **Pending**
- **Standard 21:** No Language Link (translators available in certain select languages) – **Pending**

United Council

Site visit date: 2/28/19

Infractions submitted to site: 3/14/19

Site responded: **Pending**

SOC Infractions:

- **Standard 8:** Reasonable accommodation forms available in English but not Spanish – **Pending**
- **Standard 21:** No Language Link or other professional translation service available – **Pending**
- **Standard 22:** No bilingual English/Spanish speaking front-line staff – **Pending**

FY2018-2019 Unannounced Site Visit Tally

Site	7/18	8/18	9/18	10/18	11/18	12/18	1/19	2/19	Total (FY18-19)
A Woman's Place	1	1	0	0	0	0	1	0	3
A Woman's Place Drop In Center	0	1	0	1	0	0	0	1	3
Bethel AME	0	1	0	0	1	0	0	0	2
Compass	0	0	0	0	0	1	1	0	2
First Friendship	1	0	0	0	1	0	0	0	2
Hamilton Emergency	1	0	0	1	0	0	0	1	3
Hamilton Family	1	0	0	1	0	0	0	1	3
Hospitality House	0	0	0	1	0	1	0	0	2
Interfaith Winter Shelter	0	0	0	0	0	0	0	1	1
Lark Inn	1	0	0	0	1	0	1	0	3
Mission Neighborhood Resource Ctr.	0	0	0	0	1	0	1	0	2
MSC South Shelter	1	0	0	0	1	0	0	0	2
MSC South Drop In Center	1	0	0	1	0	0	0	0	2
Next Door	1	1	0	0	0	0	0	0	2
Providence	0	0	1	0	0	0	0	1	2
Sanctuary	1	0	1	0	0	0	0	0	2
Santa Ana* moved to Dolores St. Shelter site on 10/15/18	1	0	0	0	0	0	0	0	1
Dolores St. Shelter (Santa Marta/Maria/Ana/Jazzie's Place)	1	0	0	0	0	1	0	0	2
St. Joseph's	0	1	0	0	1	0	0	0	2
United Council	0	0	1	0	0	0	0	1	2
Total	11	5	3	5	6	3	4	6	43

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

FY2018-2019 Announced Site Visit Tally

Site	7/18	8/18	9/18	10/18	11/18	12/18	1/19	2/19	Total FY18-19
A Woman's Place				1					1
A Woman's Place Drop In Center			1						1
Bethel AME			1						1
Compass				1					1
First Friendship			1						1
Hamilton Emergency			1						1
Hamilton Family			1						1
Hospitality House		1							1
Interfaith Winter Shelter									0
Lark Inn			1						1
Mission Neighborhood Resource Ctr.		1							1
MSC South Shelter			1						1
MSC South Drop In Center					1				1
Next Door					1				1
Providence									0
Sanctuary						1			1
Dolores St. Shelter						1			1
St. Joseph's		1							1
United Council									0
Total	0	3	7	2	2	2	0	0	14

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.

FY2018-2019 Meeting Calendar

- April 17
- May 15
- June 19

Staff Update

Committee Staff Howard Chen will be out of the office from March 21-29, 2019.