



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: February 16, 2018
RE: **January SOC Staff Report**

January Client Complaints

There were a total of sixteen complaints submitted to the Shelter Monitoring Committee by thirteen unduplicated clients in January 2018. There were three complaints that received a response from the shelter that did not satisfy the client, those investigations are currently pending. Sites have responded to the remaining thirteen 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.

A Woman's Place

- **Client #1**
- **Complaint submitted: 1/25/18**
- **Response received: 2/2/18**
- **Alleged SOC Violations:**
 - **Standard 9:** Engage a nutritionist, who shall develop meal plans...
- The complainant alleged that shelter staff are not following proper food safety procedures when preparing meals for clients.
- The Registered Dietician's response states that she visited the site and confirmed that kitchen equipment was functioning as intended, that shelter management had proper food safety certifications and that pest control is being provided regularly. The response also states that the Registered Dietician will be providing future trainings and evaluations for the site.

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

Bethel AME

- **Client #1**
- **Complaint submitted: 1/12/18**
- **Response received: 2/19/18**
- **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 another client verbally harassed her in front of shelter staff, who did not intervene or speak to the other client about her disruptive behavior.
- The response states that management were aware of the two clients having arguments outside of the shelter but stated that both clients left each other alone when they were inside of the shelter.

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

- **Client #2**
- **Complaint submitted: 1/16/18**
- **Response received: 2/20/18**
- **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 spoke to her in an aggressive and threatening manner.
- The response states that shelter staff denied speaking to the complainant aggressively and stated that he was still in the lobby working with other clients.

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

First Friendship

- **Client #1**
- **Complaint submitted: 1/19/18**
- **Response received: 2/21/18**
- **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 a shelter employee had a physical altercation with his girlfriend while on duty. The complainant alleged that clients broke up separated the employee from his girlfriend after they were woken up by the altercation.
- The response confirms the allegations and stated that the shelter brought in a psychologist and DPH Comprehensive Crisis Services to speak to the clients. The response also states that the shelter employee has been removed from the site.
- **This complaint was submitted to HSH due to allegations of violence.**

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

- **Client #2**
- **Complaint submitted: 1/23/18**
- **Response received: 1/31/18**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules and grievance process
 - **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence...
- The complainant alleged that a shelter employee and a shelter client were involved in a physical altercation.
- The response states that after security footage of the incident was reviewed, it was clear that the shelter client initiated the physical altercation by grabbing and attacking the shelter employee

from behind. The response also states that police were called after the incident and that the shelter employee had to be taken to the hospital as a result of her injuries.

- **This complaint was submitted to HSH due to allegations of violence.**

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

- **Client #3**
- **Complaint submitted: 1/29/18**
- **Response received: 2/21/18**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application
- The complainant alleged that a shelter employee used profanity when speaking to a client who entered the shelter after curfew.
- The response denies the allegations that the employee used profanity when speaking to the client and stated that the employee simply told the client that it was after “Lights Out” and that she was disturbing the rest of other clients.

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

MSC South

- **Client #1**
- **Complaint submitted: 1/23/18**
- **Response received: 1/30/18**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that his bed was given away even though he checked in before curfew.
- In the response, shelter management verified in CHANGES that the complainant’s bed was given away after he did not check in the for the evening. Shelter management also stated that the complainant was accommodated with another bed that evening and that they gave the complainant information on how to request a late pass in the future.

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

- **Client #2**
- **Complaint submitted: 1/25/18**
- **Response received: 2/2/18**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that that shelter staff are rude and have loud conversations at night that prevent clients from falling asleep.
- In the response, shelter management stated that they informed all shift supervisors about the alleged inappropriate behavior and asked all staff to exercise respect when working with/talking near clients.

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

- **Client #3**
- **Complaint submitted: 1/26/18**

- **Response received: 2/6/18**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that that shelter staff are rude and have loud conversations at night that prevent clients from falling asleep.
- In the response, shelter management stated that they informed all shift supervisors about the alleged inappropriate behavior and asked all staff to exercise respect when working with/talking near clients.

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

- **Client #4**
- **Complaint submitted: 1/29/18**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 17:** Note in common areas...when a maintenance problem will be repaired and note the status of the repairs
- The complainant alleged that the water temperature of the showers is too hot for clients to use.
- In the response, shelter management stated that the issue was investigated and it was determined that a temperature control valve needed to be replaced. The response also states that the valve was installed on 1/31/18 and that they have not received new reports about extremely hot water temperature.

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

Next Door

- **Client #1**
- **Complaint submitted: 1/19/18**
- **Response received: 1/30/18**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that another client continually yells out racial and sexually offensive language. The complainant alleged that staff try to talk to the client about her language but the behavior continues as soon as staff are not in the immediate area.
- The response states that the client has been referred to SFSTART in addition to being issued a written warning. The response also states that staff will continue working with SFSTART and the other client to address this issue.

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

- **Client #2:**
- **Complaint submitted: 1/25/18**
- **Response received: 1/30/18**
- **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...liquid soap...and clean shelters on a daily basis
 - **Standard 8:** Provide...reasonable modifications to shelter policies...

- **Standard 21:** Require all staff to wear name badges...
- The complainant alleged that shelter staff are unprofessional and do not wear ID badges, bathrooms are not regularly stocked or clean, that her reasonable accommodation request has not been responded to and that other clients have been harassing her without consequences from staff.
- The response states that denies the allegations that staff are unprofessional and states that the site has investigated all of the complainant's allegations against other clients but could not verify them. The response also states that staff have been reminded to wear ID badges, that the complainant's reasonable accommodation request has been fulfilled and that facilities staff close restrooms for 2 hours every day for cleaning and restocking.

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

Sanctuary

- **Client #1**
- **Complaint submitted: 1/9/18**
- **Response received: 1/18/18**
- **Alleged SOC Violations:**
 - **Standard 8:** Provide...reasonable modifications to shelter policies...
- The complainant stated that shelters staff have not responded to her reasonable accommodation request regarding food.
- The response stated that shelter staff have spoken to the complainant about her request and provided information about how her dietary needs could be met.

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

- **Client #2:**
- **Complaint submitted: 1/22/18**
- **Response received: 1/30/18**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that shelter staff have been working with shelter clients in order to harass him while he is staying at the shelter.
- The response states that shelter management investigated the allegations but all clients and staff that were interviewed denied working together to harass the complainant. The response also states that management met with the complainant to assure him that any harassment from clients would result in immediate DOS.

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

- **Client #3, Complaint #1:**
- **Complaint submitted: 1/22/18**
- **Response received: 1/30/18**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that shelter staff have been preventing her from bringing her service animal into the dining room area and that she has not been given case management support.

- The response states that case managers had spoken to the complainant about the process for signing up for case management and that the complainant has never come in during case management drop-in hours. The response also states that management and kitchen staff resolved the issue with the service dog in the dining room.

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

- **Client #3, Complaint #2:**
- **Complaint submitted: 1/29/18**
- **Response from Registered Dietician received: 1/30/18**
- **Response from site: 2/23/18**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
 - **Standard 3:** Provide...soap...paper/hand towels...and clean shelters...
 - **Standard 8:** Provide...reasonable modifications to shelter policies...
 - **Standard 9:** Engage a nutritionist who shall develop all meal plans...
- The complainant alleged shelter staff did not assist her when another client stole her phone, that staff haven't responded to her reasonable accommodation request and that food at the shelters is not nutritious.
- The response from the Registered Dietician states that she reviewed kitchen procedures at Next Door and determined that the menu pattern provides balanced meals within the limitations of shelter meal funding.
- The response from the site stated that with the exceptions of acts of violence, shelter staff must witness a rule in order to issue a warning or a denial of service. The response also states that responded to the complainant's accommodation request for a single bed within one week of receiving the request.

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

January 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...	10
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...	3
Standard 8: Provide...reasonable modifications to shelter policies, practices and procedures...	3
Standard 9: Engage a nutritionist, who shall develop all meal plans...	2
Standard 17: Note in writing...the status of repairs	1

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

Total Client Complaints FY 2017-2018

Site	Site Capacity	7/17	8/17	9/17	10/17	11/17	12/17	1/18	Total (17-18 FY)
A Woman's Place	11 mats	0	0	0	0	0	0	1	1
A Woman's Place Drop In Center	63 chairs	0	0	1	0	1	0	0	2
Bethel AME	30 mats	2	6	2	4	1	1	2	18
Compass	22 families	0	0	0	0	0	0	0	0
First Friendship	25 families	0	1	0	0	0	1	3	5
Hamilton Emergency	46 beds, 8 cribs	0	0	0	0	0	0	0	0
Hamilton Family	27 families	1	0	0	0	0	0	0	1
Hospitality House	30 beds/mats	0	0	0	0	0	0	0	0
Interfaith Winter Shelter	60-100 mats depending on the site	0	0	0	0	0	1	0	1
Jazzie's Place	24 beds	0	0	1	0	0	0	0	1
Lark Inn	40 beds	0	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	0	0	0	0	0	0	0	0
MSC South Shelter	340 beds	3	3	1	4	1	1	4	17
MSC South Drop In Center	75 chairs	0	0	1	1	0	0	0	2
Next Door	334 beds	4	5	6	4	2	7	2	30
Providence	110 mats	0	2	0	0	0	0	0	2
Sanctuary	200 beds	2	3	1	4	3	5	4	22
Santa Ana	28 beds	0	1	0	0	0	1	0	2
Santa Marta/Maria	56 beds	0	0	0	0	0	0	0	0
St. Joseph's	10 families	0	0	0	0	0	0	0	0
United Council	48 chairs	0	0	0	1	0	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	16	97

January Site Visit Infractions

There thirteen sites were visited by the Committee in January 2018. Out of those thirteen sites, four did not receive a single Standard of Care infraction. These four sites were Hamilton Family Shelter, Hamilton Emergency Shelter, Mission Neighborhood Resource Center and Sanctuary. The infractions that were noted at the remaining nine sites are listed below:

A Woman's Place Shelter

Site visit date: 1/16/18

Infractions submitted to site: 1/30/18

Site responded: 2/6/18

SOC infractions:

- **Standard 9:** Menu only posted in English, not Spanish – **Resolved**
- **Standard 17:** Two laundry machines broken with no signage posted with expected repair date – **Resolved**
- **Standard 20:** Not all City and shelter signs posted in English and Spanish – **Resolved**
- **Standard 22:** No bilingual English/Spanish speaking staff on duty – **Ongoing, site is actively recruiting bilingual staff for all shifts**

First Friendship

Site visit date: 1/23/18

Infractions submitted to site: 1/29/18

Site responded: Pending

SOC infractions:

- **Standard 6:** Only large and extra-large gloves available – **Pending**
- **Standard 12:** No sheets (site provides two or more blankets) – **Pending**
- **Standard 20:** Not all City and shelter signs posted in English and Spanish – **Pending**
- **Standard 21:** No professional translation services – **Pending**

Interfaith Winter Shelter – St. Mark's Lutheran Church

Site visit date: 1/30/18

Infractions submitted to site: 2/15/18

Site responded: Pending

SOC infractions:

- **Standard 8:** No signage posted regarding case management availability and accessibility – **Pending**
- **Standard 25:** Not all staff wearing ID badges – **Pending**

MSC South Drop In

Site visit date: 1/31/18

Infractions submitted to site: 2/16/18

Site responded: 2/23/18

SOC infractions:

- **Standard 3:** Two bathroom sinks out of order – **Resolved**
- **Standard 11:** "Smoking Prohibited" signs not posted in English and Spanish – **Resolved**

- **Standard 17:** No signage posted noting status of sink repairs – **Resolved**
- **Standard 18:** No TTY machine or signage posted on where to access TTY machine – **Resolved**

Next Door

Site visit date: 1/30/18

Infractions submitted to site: 2/15/18

Site responded: Pending

SOC infractions:

- **Standard 12:** Not all clients given a pillow or pillowcase – **Pending**

Providence

Site visit date: 1/30/18

Infractions submitted to site: 2/15/18

Site responded: Pending

SOC infractions:

- **Standard 12:** Not all clients given a pillow, pillowcase or two sets of sheets – **Pending**
- **Standard 21:** No Language Link or other professional translation services available – **Pending**

Santa Marta/Maria/Jazzie's Place

Site visit date: 1/30/18

Infractions submitted to site: 2/15/18

Site responded: Pending

SOC infractions:

- **Standard 3:** Hand sanitizer dispenser in kitchen/dining room empty – **Pending**
- **Standard 12:** Not all clients given a pillow – **Pending**
- **Standard 25:** Not all staff wearing ID badges – **Pending**

United Council – Mother Brown's

Site visit date: 1/30/18

Infractions submitted to site: 2/15/18

Site responded: 2/23/18

SOC infractions:

- **Standard 3:** No paper towels in restrooms, kept at staff desk – **Resolved**
- **Standard 3:** Hand sanitizers empty throughout site – **Resolved**
- **Standard 4:** Incontinence supplies not available – **Resolved**

FY2017-2018 Unannounced Site Visit Tally

Site	Q1 July-Sept.	Q2 Oct. – Dec.	Q3 Jan. - March	Total (17-18 FY)
A Woman's Place	0	2	1	1
A Woman's Place Drop In Center	1	1	0	2
Bethel AME	1	1	0	2
Compass	1	1	0	2
First Friendship Family	0	2	1	2
Hamilton Emergency	1	0	1	1
Hamilton Family	1	0	1	1
Hospitality House	1	0	0	1
Interfaith Winter Shelter* seasonal shelter open during winter months	*Closed	0	1	0
Jazzie's Place	0	2	1	2
Lark Inn	1	1	0	2
Mission Neighborhood Resource Ctr.	1	1	1	2
MSC South Shelter	1	0	0	1
MSC South Drop In Center	1	0	1	1
Next Door	1	1	1	2
Providence	1	1	1	2
Sanctuary	0	1	1	1
Santa Ana	1	1	0	2
Santa Marta/Maria	0	2	1	2
St. Joseph's	1	1	0	2
United Council	1	1	1	2
Total	15	19	13	34
Assigned	20	21	21	82
Compliance	75.0% compliance	90.5% compliance	61.9% compliance (through Jan. 2018 only)	41.5% compliance for FY17-18 (through Jan. 2018 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

- April 18
- May 16
- June 20