



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: February 7, 2020
RE: **January 2020 SOC Staff Report**

December Client Complaints

There were a total of six complaints submitted to the Shelter Monitoring Committee by five unduplicated clients in January 2020. There are currently two complaints that is still open pending a response from the site and one additional complaint that is open because Committee staff requested additional information from the site after they provided their initial response. Sites have responded to the remaining four 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.

Dolores St. – Santa Ana

- **Client #1:**
- **Complaint submitted: 1/7/20**
- **Response received: 1/10/20**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...;
 - **Standard 2:** Provide shelter services in an environment that is safe...;
- The complainant stated that shelter staff refused to let him stay at the shelter on the first day of his reservation because he had his prescription medications with him. The complainant states that staff eventually let him eat dinner but refused to let him stay at the shelter as long as he had his medications with him.
- The response states that when the client arrived on his first day, he was given a copy of the rules to read and sign, but later became upset when he realized that he was given an English copy of the rules instead of a Spanish copy. The response states that staff gave the client the rules in English because that was listed as his primary language in Changes, but that they also the client a copy of the rules in Spanish and that the client left on his own afterwards and hasn't returned since.

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

MSC South Drop In

- **Client #1:**
- **Complaint submitted: 1/7/20**
- **Response received: 2/20/20**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...;
- The complainant stated that staff are rude, unprofessional and refused to help him when another client took the chair that the complainant was using.
- The response states that staff denied being rude to the complainant and that the complainant has a tendency to get up from his chair and walk around the Drop In, which results in staff mistakenly thinking that the seat is vacant and then assigning a new client to that seat. The response also states that staff have tried to talk to the complainant about this issue but it is still ongoing.

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

- **Client #2:**
- **Complaint submitted: 12/17/19**
- **Response received: 1/9/20 (extension requested)**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...;
- The complainant states that staff gave her an unjustified DOS and failed to follow appropriate procedures.
- The response states that the complainant was denied services due to her disruptive behavior and was given a grievance hearing where the complainant was offered a behavioral contract, which the complainant refused.

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: 12/3/19**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant stated that shelter staff were rude and refused to listen to him when he wanted to file a complaint about another client.

Open – Site has not provided a response to this complaint

Providence

- **Client #1:**
- **Complaint submitted: 1/30/20**
- **Response received: Extension requested, response due 2/14/20**
- **Alleged SOC Violations:**
 - **Standard 2:** Provide shelter services in an environment that is safe...;
- The complainant stated that he was being chased by people attempting to rob him and ran to Providence and asked staff if he could use the phone to call the police. The complainant states

that shelter staff ended up throwing him out of the shelter and slamming him on the sidewalk, resulting in injuries and two hospital visits.

- **This complaint was forwarded to the HSH monitor because it contains allegations of acts of violence.**

Open – Site has not provided a response to this complaint

United Council

- **Client #1:**
- **Complaint submitted: 1/7/20**
- **Response received: 1/23/20, additional information from the site requested**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant stated that a shelter employee kicked him out of the shelter and called him racist and homophobic slurs.
- The response states that the shelter employee denied the allegations.

Open – Site has responded to this complaint but the complaint is still open as staff have requested additional information

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...	5
Standard 2: Provide shelter services in an environment that is safe and free from physical violence	2

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

Total Client Complaints FY 2019-2020

Site	Site Capacity	7/19	8/19	9/19	10/19	11/19	12/19	1/20	Total (FY19-20)
A Woman's Place	11 mats	0	0	0	1	0	0	0	1
A Woman's Place Drop In Center	63 chairs	0	0	2	0	0	1	0	3
Bethel AME	30 mats	3	1	2	0	0	0	0	6
Compass	22 families	0	0	1	0	0	0	0	1
Dolores St - Santa Marta/Maria/Ana/Jazzie's Place	56 beds	1	1	0	0	0	2	1	5
First Friendship	25 families	0	0	1	0	0	1	0	2
Hamilton Emergency	22 families	0	0	0	1	0	0	0	1
Hamilton Family	27 families	0	0	0	0	0	0	0	0
Harbor House	30 families	0	0	0	0	0	0	0	0
Hospitality House	30 beds/mats	0	1	1	0	0	0	0	2
Interfaith Winter Shelter *seasonal shelter only open during winter months	60-100 mats depending on the site	0	0	0	0	0	0	0	0
Lark Inn	40 beds	0	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	2	1	1	0	0	0	0	4
MSC South Shelter	340 beds	2	0	1	2	2	0	0	5
MSC South Drop In Center	75 chairs	0	0	1	1	1	1	2	5
Next Door	334 beds	2	3	5	3	0	3	1	17
Providence	110 mats	0	0	0	0	0	0	1	1
Sanctuary	200 beds	3	3	3	3	4	1	0	13
Santa Ana	28 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	0	0	0	1	1
Total	Single adult: 1203 beds/mats Interfaith: 60-100 mats Resource Centers: 256 chairs Family: 106 families	13	10	18	11	7	9	6	74

January Site Visits

The Committee completed six unannounced site visits in January 2020. There infractions from those visits are listed below:

A Woman's Place Shelter

- **Site visit date: 1/16/20**
- **Infractions submitted: 2/7/20**
- **Response received: Pending**
- **SOC Infractions:**
 - **Standard 8:** ADA information not posted in English and Spanish – **Pending**
 - **Standard 23:** No emergency disaster plan with evacuation route from building posted – **Pending**
 - **Standard 30:** Missing personal protective equipment for staff (face masks) – **Pending**

A Woman's Place Drop In

- **Site visit date: 1/16/20**
- **Complaint submitted: 2/7/20**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 8:** Case management information not posted in English and Spanish – **Pending**
 - **Standard 17:** No signage posted noting clogged bathroom sink and expected repair date – **Pending**
 - **Standard 20:** TTY signage posted in English but not Spanish – **Pending**
 - **Standard 23:** Staff couldn't locate Emergency Disaster Plan noting evacuation route and meetup location outside of the building – **Pending**

Bethel AME

- **Site visit date: 1/22/20**
- **Complaint submitted: 2/7/20**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 8:** No reasonable accommodation forms, clients have a shared sheet to request accommodations – **Pending**
 - **Standard 21:** Translation services only available in select languages – **Pending**

Next Door

- **Site visit date: 1/22/20**
- **Complaint submitted: 2/7/20**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 3:** No hand sanitizer available in dining room; 3rd floor restrooms needed cleaning at the time of the visit – **Pending**
 - **Standard 7:** No drinking water available in the dining room – **Pending**
 - **Standard 8:** Case management signage not posted in English and Spanish – **Pending**
 - **Standard 9:** Menus not posted in English and Spanish – **Pending**
 - **Standard 12:** Not all clients have pillows and pillowcases – **Pending**
 - **Standard 17:** 3rd floor water fountain out of order – **Pending**

- **Standard 28:** All washers and dryers out of order, company may have gone out of business. Washers and dryers hut down at least 1 month. – **Pending**

Interfaith – St. Mary’s

- **Site visit date: 12/16/19**
- **Complaint submitted: 1/10/20**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 11:** “Smoking Prohibited” signs not posted in English and Spanish (only English signs posted) – **Pending**

St. Joseph’s

- **Site visit date: 12/16/19**
- **Complaint submitted: 1/10/20**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 11:** “Smoking Prohibited” signs not posted in English and Spanish (only English signs posted) – **Pending**

FY2019-2020 Unannounced Site Visit Tally

Site	7/19	8/19	9/19	10/19	11/19	12/19	1/20	Total (FY19-20)
A Woman's Place	0	1	0	0	0	0	1	2
A Woman's Place Drop In Center	0	1	0	0	0	0	1	2
Bethel AME	1	0	0	0	0	0	1	2
Compass	0	1	0	0	1	0	0	2
Dolores St. Shelter (Santa Marta/Maria/Ana /Jazzie's Place)	0	1	0	0	0	0	0	1
First Friendship	0	1	0	0	0	0	0	1
Hamilton Emergency	1	0	0	1	0	0	0	2
Hamilton Family	1	0	0	1	0	0	0	2
Harbor House	0	1	0	0	0	1	0	2
Hospitality House	1	0	0	1	0	0	0	2
Interfaith Winter Shelter	0	0	0	0	0	0	1	1
Lark Inn	0	1	0	1	0	0	0	2
Mission Neighborhood Resource Ctr.	0	1	0	0	0	0	0	1
MSC South Shelter	1	0	0	0	1	1	0	3
MSC South Drop In Center	1	0	0	0	1	0	0	2
Next Door	0	1	0	0	0	0	1	2
Providence	0	1	0	0	0	0	0	1
Sanctuary	0	1	0	0	1	0	0	2
St. Joseph's	0	1	0	0	0	0	1	2
United Council	0	1	0	0	0	0	0	1
Total	6	13	0	4	4	2	6	35

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

FY2019-2020 Announced Site Visit Tally

Site	8/19	9/19	10/19	11/19	12/19	1/20	Total FY19- 20
A Woman's Place	1						1
A Woman's Place Drop In Center	1						1
Bethel AME		1					1
Compass							0
First Friendship			1				1
Hamilton Emergency		1					1
Hamilton Family		1					1
Harbor House			1				1
Hospitality House					1		1
Interfaith Winter Shelter							0
Lark Inn				1			1
Mission Neighborhood Resource Ctr.							0
MSC South Shelter		1					1
MSC South Drop In Center					1		1
Next Door							0
Providence							0
Sanctuary		1					1
Dolores St. Shelter							0
St. Joseph's		1					1
United Council							0
Total	2	6	2	1	2	0	13

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

Staff Update and Committee Membership

Membership

The Shelter Monitoring Committee is currently accepting applications for the following seats:

Board of Supervisors:

Seat #1- Must be homeless or formerly homeless individual who is living or has lived with their homeless child under the age of 18.

Seat #2- Must be homeless or formerly homeless individual within the three years prior to being appointed, and who has a disability

Seat #4- Must be selected from a list of candidates that are nominated by community agencies that provide behavioral health, housing placement, or other services to the homeless.

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.

Seat #6- Must be homeless or formerly homeless and has been nominated by one or more nonprofit agencies that provide advocacy or organizing services for homeless people

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.

FY2019-2020 Upcoming Meeting Calendar

- March 18, 2020
- April 15, 2020
- May 20, 2020
- June 17, 2020