



# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** August 16, 2019  
**RE:** **July 2019 SOC Staff Report**

---

### July Client Complaints

There were a total of thirteen complaints submitted to the Shelter Monitoring Committee by nine unduplicated clients in July 2019. There were two complaints that received responses that did not satisfy the client, the investigations for those complaints are currently pending. Sites have responded to the remaining eleven 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.

#### Bethel AME

- **Client #1, Complaint #1:**
- **Complaint submitted: 7/9/19**
- **Response received: 7/18/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules...;
  - **Standard 2:** Provide shelter services in an environment that is safe...;
- The complainant stated that shelter staff were rude, unprofessional and violently threw her out of the shelter for a non-existent DOS.
- The response states that the client was given a DOS in April, which ended up being overturned. The response states that when the client tried to access services on the date listed in the complaint, the client allegedly went into a racist outburst which resulted in her being denied services again. The response denies the allegation that staff violently threw the client out of the shelter.

*Not Satisfied – The complainant stated that they were not satisfied with the response and requested an investigation. That investigation is currently pending.*

- **Client #1, Complaint #2:**
- **Complaint submitted: 7/23/19**
- **Response received: 8/6/19**

- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules...;
- The complainant stated that she was given an illegal DOS and that the shelter didn't follow the shelter grievance policy because they failed to notify her of her hearing date.
- The response states that a hearing was scheduled for the client, which the client failed to attend. The response also states that it is the responsibility of the Shelter Client Advocates to notify clients of their hearing dates and that the Advocate assigned to the client reported that he called her multiple times to notify her of the hearing.

*Not Satisfied – The complainant stated that they were not satisfied with the response and requested an investigation. That investigation is currently pending.*

- **Client #2:**
- **Complaint submitted: 7/19/19**
- **Response received: 8/16/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules...;
- The complainant stated that a shelter employee loudly watches TV and talks on his phone during “Light’s Off”, which prevents clients from falling asleep at night. The complainant also reported that the employee is rude and unprofessional to clients.
- The response states that the employee was given coaching and advised to be mindful of his volume when using his phone. The response also states that the employee denied being rude or unprofessional to clients.

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

### **Dolores St. Shelter – Santa Ana**

- **Client #1:**
- **Complaint submitted: 7/9/19**
- **Response received: 7/16/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...;
  - **Standard 9:** Engage a nutritionist, who shall develop all meal plans...;
- The complainant alleged that shelter staff were being rude and unprofessional to him because he was using a phone as an alarm to wake up in the mornings. The complainant also alleged that shelter staff have not been offering vegetarian options to clients during meals.
- The response states that that the complainant was written up after his phone alarm had gone off three mornings in a row. The response states that the complainant was given verbal warnings regarding his phone alarm prior to receiving a written warning. The response also states that vegetarian protein is always available and denies the allegation that staff were unprofessional.
- **This complaint was also forwarded to the Registered Dietician because it contains allegations related to food accommodations.**

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

### **Mission Neighborhood Resource Center (MNRC)**

- **Client #1, Complaint #1:**

- **Complaint submitted: 7/18/19**
- **Response received: 8/15/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant stated that she went to MNRC looking for a reservation, but needed to go to the emergency room. The complainant stated that staff refused to sign her up for a reservation without documentation of her medical need to go to the emergency room.
- The response states that the complainant had signed up for a bed and notified staff that she might need to see a doctor for urgent care and would not be back at 4:00 PM for roll call. The response states that staff informed the complainant that she would need to provide documentation if she missed roll call, which is part of the standard reservation procedures.

*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: 7/18/19**
- **Response received: 8/15/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant stated that she had a medical appointment at MNRC, but when she got to the site staff told her that she was DOS'd. The complainant stated that she has never received paperwork from MNRC regarding a DOS.
- The response states that the complainant was previously DOS'd from the Resource Center after she made transphobic and disrespectful comments towards staff. The response states that the DOS was not supposed to interfere with the complainant's medical care and that the site has decided not to put the DOS into place.

*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: 7/8/19**
- **Response received: 7/16/19**
- **Alleged SOC Violations:**
  - **Standard 15:** Provide shelter clients with...secure property storage inside each shelter...;
- The complainant states that he checked a backpack full of his work tools with security staff on July 3<sup>rd</sup>, but when he went back to pick up his tools on July 6<sup>th</sup> found that his tools had been stolen. The complainant states that the tools were kept in a locked room where only security and shelter staff had access.
- The response states that the security staff at the shelter are responsible for checking in tools and provided the name of an employee at the security company who would assist the client in getting his tools back.
- **This complaint was forwarded to the HSH Security Contract monitor**

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

- **Client #2:**

- **Complaint submitted: 7/15/19**
- **Response received: 7/19/19**
- **Alleged SOC Violations:**
  - **Standard 2:** Provide shelter services in an environment that is safe...;
- The complainant alleged that an individual is loan sharking inside of the shelter and threatening to attack clients who don't pay him back.
- The response states that shelter management were unable to identify the individual who is allegedly loaning money and threatening clients.
- **This complaint was forwarded to the HSH contract monitor because it contains allegations of threats of violence.**

*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: 7/18/19**
- **Response received: 8/16/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...;
  - **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence...;
- The complainant stated that staff are rude, unprofessional and fall asleep on the job. The complainant also stated that the kitchen staff are rude and never offer a vegetarian alternative to clients.
- The response states that management agree that client safety is at risk when staff are asleep on duty, and as a result have coached supervisors to walk the floors at night to make sure staff are alert as well as rotating staff every few hours to mitigate the effects of sleeping. The response also states that Next Door will be setting up a system where staff must scan barcodes placed around respective floors to show when rounds were completed and by who. The response also states that vegetarian proteins are available upon request.
- **This complaint was also forwarded to the Registered Dietician because it contains allegations related to food accommodations.**

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

- **Client #2:**
- **Complaint submitted: 7/16/19**
- **Response received: 7/22/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...;
  - **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence...;
- The complainant stated that that shelter staff have not being doing anything to address another client who has been verbally threatening him.
- The response states that staff spoke to the complainant and explained that they couldn't move the client because he was staying in a GA bed. The response states that the other client is no longer at Next Door.

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

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

### Sanctuary

- **Client #1:**
- **Complaint submitted: 7/3/19**
- **Response received: 7/9/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...;
  - **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence...;
- The complainant stated that that shelter staff have not been doing anything about clients who violate shelter rules regarding excess property, bringing in outside food and making disrespectful comments towards other clients.
- The response states that staff address rule violations with other clients on a daily basis and that in order to write-up or DOS a client for a violation, staff must witness the violation actually taking place.

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

- **Client #2:**
- **Complaint submitted: 7/19/19**
- **Response received: 7/24/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...;
  - **Standard 3:** ...clean all shelters on a daily basis...;
  - **Standard 15:** ...provide...pest free, secure property storage...;
- The complainant stated that that shelter staff refused to hold on his property for him while he was at the hospital and that the site has a bed bug infestation.
- The response states that staff did not receive any notification from the complainant that he was going to be hospitalized and as a result, discarded his property once it had been deemed abandoned by shelter policy. The response also states that the shelter has monthly pest control treatments where they have treated the complainant's bed area.

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

- **Client #3:**
- **Complaint submitted: 7/18/19**
- **Response received: 7/24/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant alleged that shelter staff are starting and ending breakfast service early, which prevents clients from finishing their food.
- The response denies the allegation and states that shelter staff have been starting breakfast early and ending at the regular time, which gives clients additional time to finish their breakfast.

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

**July Client Complaints by Standard**

<b>Standard of Care</b>	<b>Number of complaints alleging violations of this Standard</b>
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: ...hire janitorial staff to clean shelters on daily basis;	1
Standard 9: Engage a nutritionist, who shall develop all meal plans...;	1
Standard 15: Provide shelter clients with pest-free, secure property storage inside each shelter.	2
Standard 21: Communicate with each client in the client’s primary language or provide professional translation services...;	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	1/19	2/19	3/19	4/19	5/19	6/19	7/19	Total (FY19-20)
A Woman's Place	11 mats	0	1	0	0	0	1	0	0
A Woman's Place Drop In Center	63 chairs	2	0	1	0	0	0	0	0
Bethel AME	30 mats	3	3	1	1	0	1	3	3
Compass	22 families	0	0	0	0	0	0	0	0
Dolores St - Santa Marta/Maria/Ana/Jazzie's Place	56 beds	1	1	0	1	0	1	1	1
First Friendship	25 families	0	0	0	1	0	0	0	0
Hamilton Emergency	22 families	0	0	0	0	0	0	0	0
Hamilton Family	27 families	0	1	0	0	0	0	0	0
Harbor House	30 families	-	-	0	0	1	0	0	0
Hospitality House	30 beds/mats	0	0	1	1	0	3	0	0
Interfaith Winter Shelter *seasonal shelter only open during winter months	60-100 mats depending on the site	1	0	1	0	0	0	0	0
Lark Inn	40 beds	0	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	0	0	0	0	1	1	2	2
MSC South Shelter	340 beds	1	3	0	0	0	4	2	2
MSC South Drop In Center	75 chairs	0	0	0	0	0	1	0	0
Next Door	334 beds	5	4	1	4	1	0	2	2
Providence	110 mats	0	0	0	0	0	0	0	0
Sanctuary	200 beds	5	2	2	2	3	0	3	3
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	1	0	0
<b>Total</b>	<b>Single adult: 1203 beds/mats Interfaith: 60-100 mats Resource Centers: 256 chairs Family: 106 families</b>	<b>18</b>	<b>15</b>	<b>7</b>	<b>10</b>	<b>6</b>	<b>13</b>	<b>13</b>	<b>13</b>

### July Site Visit Infractions

The Committee completed 6 unannounced site visits in July 2019. There were no infractions noted on the visit to Hamilton Emergency Shelter, the infractions from the remaining site visits are listed below:

#### Bethel AME

Site visit date: 7/31/19

Infractions submitted to site: 8/16/19

Site responded: **Pending**

#### **SOC Infractions:**

- **Standard 12:** No pillows or pillowcases being provided to clients
- **Standard 21:** No Language Link or professional translation service available for languages other than Mandarin, Cantonese, Spanish, Russian and Tagalog

#### Hamilton Family Shelter

Site visit date: 7/25/19

Infractions submitted to site: 8/16/19

Site responded: 8/16/19

#### **SOC Infractions:**

- **Standard 3:** Shower head not working due to fire alarm issue – **Resolved**
- **Standard 7:** Drinking fountain on the 3rd floor is out of order – **Resolved**
- **Standard 17:** No signage posted noting the status and expected repair date for showerhead and drinking fountain – **Resolved**

#### Hospitality House

Site visit date: 7/25/19

Infractions submitted to site: 8/16/19

Site responded: **Pending**

#### **SOC Infractions:**

- Standard 8: Case managers schedule not posted in English and Spanish
- Standard 9: Meal menu not posted in English and Spanish

#### MSC South

Site visit date: 7/25/19

Infractions submitted to site: 8/16/19

Site responded: **Pending**

#### **SOC Infractions:**

- **Standard 18:** No signage posted re. availability of TTY machine at MSC South shelter, only posted in Drop In Center side
- **Standard 25:** Staff not wearing ID badges

#### MSC South Drop In

Site visit date: 7/25/19

Infractions submitted to site: 8/16/19

Site responded: **Pending**

#### **SOC Infractions:**

- **Standard 20:** TTY signage posted in English only, no Spanish language sign



*FY2019-2020 Unannounced Site Visit Tally*

Site	1/19	2/19	3/19	4/19	5/19	6/19	7/19	Total (FY19-20)
A Woman's Place	1	0	0	1	0	0	0	0
A Woman's Place Drop In Center	0	1	0	0	0	1	0	0
Bethel AME	0	0	1	0	1	0	1	1
Compass	1	0	1	1	0	0	0	0
Dolores St. Shelter (Santa Marta/Maria/Ana/Jazzie's Place)	0	0	1	1	0	0	0	0
First Friendship	0	0	1	0	1	0	0	0
Hamilton Emergency	0	1	0	0	0	1	1	1
Hamilton Family	0	1	0	0	0	1	1	1
Harbor House (new site)	-	-	0	1	0	0	0	0
Hospitality House	0	0	1	0	1	0	1	1
Interfaith Winter Shelter	0	1	1	0	0	0	0	0
Lark Inn	1	0	0	0	0	1	0	0
Mission Neighborhood Resource Ctr.	1	0	0	1	0	1	0	0
MSC South Shelter	0	0	1	0	0	0	1	1
MSC South Drop In Center	0	0	1	0	0	1	1	1
Next Door	0	0	1	0	1	0	0	0
Providence	0	1	0	1	0	1	0	0
Sanctuary	0	0	1	0	0	1	0	0
Santa Ana* moved to Dolores St. Shelter site on 10/15/18	0	0	0	0	0	0	0	0
St. Joseph's	0	0	1	0	0	1	0	0
United Council	0	1	0	1	0	1	0	0
<b>Total</b>	<b>4</b>	<b>6</b>	<b>11</b>	<b>7</b>	<b>4</b>	<b>10</b>	<b>6</b>	<b>6</b>

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	1/19	2/19	3/19	4/19	5/19	6/19	7/19	Total FY19- 20
A Woman's Place					1			0
A Woman's Place Drop In Center				1				0
Bethel AME				1				0
Compass								0
First Friendship				1				0
Hamilton Emergency						1		0
Hamilton Family						1		0
Harbor House								0
Hospitality House						1		0
Interfaith Winter Shelter			1					0
Lark Inn					1			0
Mission Neighborhood Resource Ctr.				1				0
MSC South Shelter								0
MSC South Drop In Center						1		0
Next Door				1				0
Providence						1		0
Sanctuary				1				0
Dolores St. Shelter					1			0
St. Joseph's					1			0
United Council						1		0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>0</b>	<b>0</b>

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

## **Staff Update and Committee Membership**

### **Membership**

There are currently three unfilled seats on the Shelter Monitoring Committee:

#### **Board of Supervisors:**

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

Seat 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](mailto:howard.c.chen@sfdph.org) for more information.

### **FY2019-2020 Upcoming Meeting Calendar**

- September 18
- October 16
- November 20
- December 18 – No meeting