MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: August 19, 2015
RE: July 2015 SOC Report

Overview of Complaints
There were a total of 17 complaints in June 2015. 13 individual clients filed complaints along with four Committee generated complaints through site inspections this month.

Investigations
There was one investigation conducted in the month of June:

- A client at Next Door made the complaint that she was staff spoke to her using disrespectful language. The Shelter Monitoring Committee investigated by interviewing the shelter manager, supervisor on duty and other staff that were present at the night of the incident. The investigation was unable to conclusively determine whether or not the employee used disrespectful language when addressing the client. After checking training records and determining that the last customer service training at Next Door was conducted in November of 2014, Committee staff made the recommendation that Next Door staff be provided a refresher course on customer service skills. This case is now closed.

Types of Complaints
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.

Client Complaints

A Woman’s Place Drop-In
Complainants: 1
Type of Complainant: Client
- A client alleges that an employee at the site uses threatening and abusive language when speaking with clients.

The site responded to the complaint but the case is still pending as we are awaiting the client response.

Bethel AME
Complainants: 1
Type of Complainant: Client
- A client alleges that an employee at the site uses condescending language when speaking with clients and shows favoritism when serving certain clients. 
  This case is still open as the site has yet to respond to the complaint.

MSC South
Complainants: 1
Type of Complainant: Client
- A client alleges that she was violently woken up by staff, she has been repeatedly harassed by staff about her service animal and that staff did not do anything to fix a broken alarm that kept female clients up at night.
  The site responded to the complaint but the case is still pending as we are awaiting the client response.

MSC South Drop-in
Complainants: 1
Type of Complainant: Client
- During a site inspection, Committee members noted that there was dirt and debris on the floor of the Men’s Restroom.
  This case is still open as the site has yet to respond to the complaint.

Next Door
Complainants: 4
Type of Complainant: Client
- One client alleges that staff are rude and abusive when speaking to her, refuse to wash her belongings like they had done for other clients that suspected their possessions were infected with bedbugs and refused to serve her dinner one night because she was late even though she had hospital discharge paperwork.
  The site responded to the complaint but the case is still pending as we are awaiting the client response.
- One client alleges that staff saw her being attacked and did not step in to help her because they are discriminating against her because she is transgender and that she was unfairly DOS’d as a result of the attack.
  The site responded to the complaint but the case is still pending as we are awaiting the client response.
- One client alleges that an employee spoke to her using disrespectful language and is listening to music while on duty.
  This site response to the complaint and the client was unsatisfied with the response. The Shelter Monitoring Committee examined the details of the complaint and determined that the site was in compliance of the Standards of Care. This case is now closed.
- One client alleges that she was attacked by another client and is upset that her attacker was not immediately DOS’d.
  The site responded to the complaint to the client’s satisfaction. As a result, this case is now closed.

Providence
Complainants: 1
Type of Complainant: Client
- A client alleges that staff at Providence forced her to stay at another shelter even though she had an existing 90 bed reservation at Providence.  
*The site responded to the complaint but the case is still pending as we are awaiting the client response.*  

**Sanctuary**  
**Complainants:** 4  
**Type of Complainant:** Client  
- A client alleges that an employee at Sanctuary is extremely unprofessional and rude to clients.  
*The site responded to the complaint but the case is still pending as we are awaiting the client response.*  
- A client alleges that she was attacked by another client and staff did not immediately DOS her attacker.  
*The site responded to the complaint but the case is still pending as we are awaiting the client response.*  
- A client alleges that his possessions were lost by staff after he was DOS’d.  
*The client is unsatisfied with the response and is escalating the case to small claims court. As a result, this case is closed.*  
- A client alleges that her reasonable accommodation request for a lower bunk was denied even though she has a physical disability that prevents her from sleeping in the top bunk.  
*The site responded to the complaint but the case is still pending as we are awaiting the client response.*  

**Site Visit Violations**  
**A Woman’s Place**  
**Complainants:** 1  
**Type of Complainant:** Committee  
- During a site inspection, Committee members noted that the city and shelter materials were not posted in English and Spanish, no AED on site, no ADA information posted in English and Spanish and no signage regarding where to access TTY.  
*Note: This site does not receive HSA funding for Language Line or MUNI tokens. The site is unable to address the violations without additional funding for these services. This case is still open as the site has yet to respond to the other violations noted in the complaint.*  

**A Woman’s Place Drop-In**  
**Complainants:** 1  
**Type of Complainant:** Committee  
- During a site inspection, Committee members noted that there were no incontinence supplies, no bath towels, no on-duty ADA liaison, no reasonable accommodation forms available in English and Spanish, no signage regarding where to access TTY, no bilingual staff on duty, emergency drills were not practiced on a monthly basis and there were no MUNI tokens available.  
*Note: This site does not receive HSA funding for MUNI tokens.*
The site is unable to address the violations without additional funding for these services. This case is still open as the site has yet to respond to the other violations noted in the complaint.

**Lark Inn**
Complainants: 1
Type of Complainant: Committee
- During a site inspection, Committee members noted that there were no MUNI tokens or Language Link service available.
This case is still open as the site has yet to respond to the complaint.

**Sanctuary**
Complainants: 1
Type of Complainant: Committee
- During a site inspection, Committee members noted that there was no a bilingual staff on duty.
This case is still open as the site has yet to respond to the complaint.
## Table: Total Complaints for FY 2015-2016 (last six months included for context)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A Woman’s Place</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>A Woman’s Place Drop In Center</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Compass</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>First Friendship Family</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Hamilton Family &amp; Emergency</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Hospitality House</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Interfaith Winter Shelter</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Interfaith Bethel AME</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Lark Inn</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Mission Neighborhood Resource Ctr.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MSC South Shelter</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>MSC Drop In Center</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Next Door</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>7</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Providence</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>5</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Sanctuary</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Santa Ana</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Santa Marta/Maria</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>St. Joseph’s</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>United Council</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6</strong></td>
<td><strong>7</strong></td>
<td><strong>10</strong></td>
<td><strong>11</strong></td>
<td><strong>20</strong></td>
<td><strong>26</strong></td>
<td><strong>17</strong></td>
<td><strong>17</strong></td>
</tr>
</tbody>
</table>