



City and County of San Francisco

# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** July 15, 2015  
**RE:** June 2015 SOC Report

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### Overview of Complaints

There were a total of 26 complaints in June 2015. 17 individual clients filed complaints along with nine 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 incorrectly denied MUNI tokens by staff. The Shelter Monitoring Committee investigated by looking into the HSA policies regarding token distribution at shelters and found that the client was correct. The Committee then notified management at Next Door regarding the actual policy regarding token distribution, who made sure that staff were aware of the correct policies and procedures. 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

### First Friendship

**Complainants:** 2

**Type of Complainant:** Client

- The client alleged that she was attacked by another client while staff stood by and did not take any action to address the situation.

*The case is still open as the site has yet to respond to the complaint.*

- The client alleges that staff are discriminating against his family by moving them out of rooms for other clients that check in later than them as well as refusing to give them two mats like other clients are given.

*The case is still open as the site has yet to respond to the complaint.*

### Hamilton

**Complainants:** 1

**Type of Complainant:** Client

- The client alleged that shelter staff continue to write her up for missing curfew even though she has a late pass due to her two jobs. The client also states that she was assigned a new case manager who was unable to ever meet with her due to scheduling conflicts.

*The case is still open as the site has yet to respond to the complaint.*

**MSC South Drop-in**

**Complainants:** 3

**Type of Complainant:** Client

- The client alleges that he made a reasonable accommodation request for a chair while he was waiting to enter the drop-in center and provided a doctor's note as documentation of his need for a chair. The client states that even though the site has agreed to his request, they continue to deny him a chair when he is waiting outside.

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

- The client alleges that staff took his belongings and tried to kick him out of the site when he refused a bed at MSC South.

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

- The client made several allegations, including that security told him to put away his cell phone when trying to record an incident involving police and paramedics, that clients are being made to wait outside even though there are available chairs inside the drop-in center and that staff knock people on the shoulder to wake them up.

*This case is still open as the site has yet to respond to the complaint.*

**Next Door**

**Complainants:** 6

**Type of Complainant:** Client

- One client alleges that staff member destroyed his power strip, was given an immediate DOS without a copy of his paperwork and that staff are showing favoritism to certain clients.

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

- One client alleges that staff spoke to her in a disrespectful way and refused to give her a late pass even though she had proof that she needed to stay out late for work.

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

- One client alleges that he made a reasonable accommodation request to be moved to a different floor which had a cleaning schedule that fit better with his work/sleep schedule, but staff have not responded to his request for several weeks.

*This site responded to the complaint by transferring the client to another bed. The client is satisfied with the response and the case is now closed.*

- One client alleges that staff are denying her MUNI tokens and refusing to prevent other clients from harassing her.

*The site responded to the complaint but the client was not satisfied with the response. SMC staff investigated the incident and the case is now closed.*

- One client alleges that she was transferred to another bed in order to accommodate another client who started using the bed even though she wasn't assigned to it.

*The site responded to the complaint by moving the client back to her original bed. The client is satisfied with the response and the case is now closed.*

- One client alleges that staff are not taking steps to address another client who is harassing her, that staff show favoritism to certain clients and that she was told not to wear shorts even though that is not an official rule at the site.

*The site responded to the complaint, which explained actual site policies to the client. The response satisfied the client and the case is now closed.*

### **Providence**

**Complainants: 4**

**Type of Complainant: Client**

- A client alleges a member of the staff was harassing her during check-in.

*This case is still open as the site has yet to respond to the complaint.*

- A client alleges that a member of the staff is using disrespectful language when speaking to her.

*This case is still open as the site has yet to respond to the complaint.*

- A client alleges that a member of the staff refused to let him into the site event though he arrived before curfew and tried to fight the client.

*This case is still open as the site has yet to respond to the complaint.*

- A client alleges that staff are unprofessional, disrespectful and asked her questions regarding private medical conditions.

### **Sanctuary**

**Complainants: 1**

**Type of Complainant: Client**

- A client alleges that even though she has a CAAP bed reservation, staff continue to strip her bed when she is gone during the day and giving it away to other clients.

*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 there 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.

*This case is still open as the site has yet to respond to 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 MUNI tokens or Language Link service available.

*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.  
As a result the case has been closed.*

**Bethel AME**

**Complainants: 1**

**Type of Complainant:** Committee

- During a site inspection, Committee members noted that there were no Reasonable Accommodation forms in English and Spanish, no AED and no incontinence supplies available.

*This case is still open as the site has yet to respond to the complaint.*

**Hamilton**

**Complainants: 1**

**Type of Complainant:** Committee

- During a site inspection, Committee members noted that “Smoking Prohibited” signs were not posted inside the building.

*This case is still open as the site has yet to respond to the complaint.*

**Next Door**

**Complainants: 1**

**Type of Complainant:** Committee

- During a site inspection, Committee members noted bathrooms were dirty, missing signs regarding meal times in English and Spanish and various facility issues.

*This case is still open as the site has yet to respond to the complaint.*

**MSC South Drop-in**

**Complainants: 1**

**Type of Complainant:** Committee

- 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.*

**MSC South**

**Complainants: 1**

**Type of Complainant:** Committee

- During a site inspection, Committee members noted that there were two stalls in the Women’s Restroom that did not have toilet paper.

*This case is still open as the site has yet to respond to the complaint.*

**Providence**

**Complainants: 1**

**Type of Complainant:** Committee



<b>St. Joseph's</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>United Council</b>	0	0	0	0	0	0	0	0	0	0	2	0	<b>2</b>
<b>Total</b>	<b>22</b>	<b>12</b>	<b>6</b>	<b>10</b>	<b>12</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>20</b>	<b>26</b>	<b>150</b>