



# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** July 14, 2017  
**RE:** **June 2017 SOC Staff Report**

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### *Standards of Care Staff Report*

#### June Client Complaints

There were a total of 21 complaints submitted to the Shelter Monitoring Committee by 17 unduplicated clients in June 2017. Of those 21 complaints, two received responses that satisfied the client, one received a response that did not satisfy the client and one complaint is still open pending a response from the site. Sites have responded to the other seventeen 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 Drop In

- **Client #1**
- **Complaint submitted: 6/29/17**
- **Response received: 7/3/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that shelter staff were unprofessional, that staff would not give her a pair of shoes from the donated clothing room and that staff threw out a donated salad.
- In the response, the shelter management denied the allegations that staff were unprofessional. The response also stated that staff did not give the client a pair of shoes because they did not have any when the client made the request and that the site does not accept any food donations that are not fresh and individually packaged.

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

- **Client #2**
- **Complaint submitted: 6/30/17**
- **Response received: 7/3/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...

- **Standard 15:** Provide shelter clients with...secure property storage...
- The complainant alleged that another client stole from her and that shelter management would not review security video footage to identify the thief even though she submitted the request on the day of the theft.
- In the response, the site stated that shelter staff were unable to investigate the theft because the client did not report the theft to staff or give any indication of who the client thought had stolen from her. The response also states that management received the request to review security footage a week after the alleged theft took place and that the site is not legally allowed to use security footage to DOS a client without other physical evidence or oral accounts.

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

### **Bethel AME**

- **Client #1**
- **Complaint submitted: 6/9/17**
- **Response received: 6/21/17**
- **Alleged SOC Violations:**
  - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that another client (Client A) staying at Bethel AME bullies and harasses other clients.
- The response stated that shelter staff have not received any written or verbal reports about Client A being a bully.

*Closed – The complainant was satisfied with the site’s response*

- **Client #2**
- **Complaint submitted: 6/30/17**
- **Response received: 7/7/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that she slipped on a wet floor inside the shelter and that staff made fun of her instead of helping her up.
- The response stated that there was a leak coming from a freezer and that staff had put up “Wet Floor” signs after mopping the area and warning clients to be careful when walking through the area. The response also states that security video footage showed the client pretending to fall by sitting down and that staff told the client that they were aware of her faking the fall.

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

- **Client #3**
- **Complaint submitted: 6/30/17**
- **Response received: 7/11/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that she slipped on a wet floor inside the shelter and that staff made fun of her instead of helping her up.
- The response also states that security video footage showed the client pretending to fall by sitting down and that staff told the client that they saw her faking the fall.

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

### Hospitality House

- **Client #1**
- **Complaint submitted: 6/14/17**
- **Response received: 6/28/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that shelter staff did not follow shelter rules and policies when they denied him services.
- The response stated that the complainant was given a denial of service after staff witnessed him arguing and acting aggressively towards another client.

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

### Jazzie's Place

- **Client #1**
- **Complaint submitted: 6/14/17**
- **Response received: 6/28/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that staff allow individuals into the shelter even though they don't have reservations.
- The response stated that that shelter doors remain locked and monitored throughout the night and that staff did not see or receive any other reports about unauthorized individuals inside the shelter.

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

### Next Door

- **Client #1, Complaint #1:**
- **Complaint submitted: 6/6/17**
- **Response received: 6/14/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant states that shelter staff wrote her up for having excessive property but alleges that staff are not writing up other clients who have even more property near their beds.
- The response stated that shelter staff are not exclusively enforcing the excess property policy with the client. The response also stated that shelter management would like to meet with the client in order to help her downsize her property.

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

- **Client #1, Complaint #2:**
- **Complaint submitted: 6/6/17**
- **Response received: 6/14/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant states that shelter staff are not adhering to laundry sign-up procedures and that certain clients get preferential treatment.
- The response denied the allegations that staff were not following laundry sign-up procedures or giving preferential treatment to certain clients. The response also requested that the client speak to a supervisor or shelter management to address her concerns.

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

- **Client #1, Complaint #3:**
- **Complaint submitted: 6/5/17**
- **Response received: 6/6/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that another client (Client A) makes threatening and disturbing comments about her and other clients.
- The response stated that shelter staff have been monitoring Client A and that they confirmed that she does make irrational and threatening comments. The response also states that Client A also makes these statements when nobody else is around, so staff do not believe the comments are directed at anyone. The response concluded by stating that Client A had been moved to a different floor to and that staff were working with Client A to help her be less disruptive.
- **This complaint was forwarded to HSH because it contains allegations of threats of violence.**

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

- **Client #2:**
- **Complaint submitted: 6/8/17**
- **Response received: 6/19/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged shelter staff were rude and denied her requests for extra blankets and pillows.
- In the response, the site denied the allegations that staff were rude to her and stated that all the reasonable accommodation requests that had been submitted to shelter staff have been approved.

*Not satisfied – The complainant has requested an investigation into this complaint. This investigation is currently pending.*

- **Client #3:**
- **Complaint submitted: 6/13/17**
- **Response received: 6/16/17**
- **Alleged SOC Violations:**
  - **Standard 3:** ...clean shelters on a daily basis...
- The complainant alleged shelter staff have not done anything to address the bed bugs in her assigned bed.
- In the response, the site stated that the complainant's bed had been treated for bed bugs on three separate occasions and that management would be inspecting her bed on a weekly basis to ensure that the problem had been resolved.

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

- **Client #4:**
- **Complaint submitted: 6/15/17**
- **Response received: 6/16/17**
- **Alleged SOC Violations:**
  - **Standard 15:** Provide...secure property storage inside each shelter...

- The complainant alleged that a shelter employee gave her wrong information about the site's property storage policy, which resulted in her property being thrown out.
- The response the complainant has been given Next Door's policies on property storage during Client Orientation and that her property was thrown out after it had been stored for two weeks. The response also states that the shelter employee denied the allegations that he gave the complainant wrong information about the property storage policy.

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

- **Client #5, Complaint #1:**
- **Complaint submitted: 6/20/17**
- **Response received: 6/27/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that another client repeatedly threatened him and that shelter staff had to step in to de-escalate the situation. The complainant also alleged that a shelter employee was unprofessional and sleeping while on duty.
- In the response, the site stated that shelter staff appropriately handled the client who was threatening the complainant. The response also stated that management has not received any reports from other clients about the shelter employee sleeping or behaving unprofessionally.

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

- **Client #5, Complaint #2:**
- **Complaint submitted: 6/26/17**
- **Response received: 6/28/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that a shelter employee was screaming loudly while he had a conversation with another client about sports.
- In the response, the site stated that the shelter employee acknowledged that he was having a spirited conversation with the client about a sports game and that management advised him to watch the volume of his voice when he is speaking on the floors.

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

- **Client #6:**
- **Complaint submitted: 6/22/17**
- **Response received: 6/27/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that shelter staff made her leave the site for 2-3 hours after she was involved in an argument with another client and that staff threatened to deny her services if she didn't cooperate.
- In the response, the site stated that shelter staff were attempting to de-escalate the situation between the two arguing clients and that staff gave the complainant verbal and written warnings because she was creating a disturbance on the floor.

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

- **Client #7:**
- **Complaint submitted: 6/26/17**

- **Response received: 6/28/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 3:** ...and hire janitorial staff to clean shelters on a daily basis...
  - **Standard 8:** Provide...reasonable accommodations to shelter policies, practices and procedures...
- The complainant alleged that shelter staff were rude, not fulfilling his approved reasonable accommodation requests and that the bathrooms are frequently dirty and out of toilet paper.
- In the response, the site denied allegations that shelter staff were rude to the complainant and stated that his reasonable accommodation requests for extra linen and bedding were being honored. The response also stated that bathrooms are cleaned on a daily basis and that staff monitor the cleanliness of restrooms three times a day.

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

- **Client #8:**
- **Complaint submitted: 6/30/17**
- **Response received: Pending**
- **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 alleged that another client aggressively waved her hands in the complainant's face. The complainant also alleged that shelter management had not responded to the internal complaint that she submitted about the incident.

*Open – Site has not responded to the complaint*

### Providence

- **Client #1:**
- **Complaint submitted: 5/24/17**
- **Response received: 6/2/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that a shelter staff yelled at him and that he saw an individual without a reservation was selling drugs inside the shelter.
- In the response, the site stated that the complainant was found moving sleeping mats into unauthorized areas and that the complainant had been warned several times not to move the mats. The response also stated that individuals without reservations cannot enter the shelter and that there are two security guards, four shelter staff and shelter management on site monitoring the shelter.

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

### Sanctuary

- **Client #1:**
- **Complaint submitted: 6/13/17**
- **Response received: 6/16/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 12:** Provide shelter clients with one clean blanket, two clean sheets...

- The complainant alleged that a shelter staff did not give him a fitted sheet, that a shelter supervisor was condescending and that the water in the men’s shower is very cold and never warms up.
- In the response, shelter management stated that the site does not normally carry fitted sheets but that staff were able to locate two sets of fitted sheets for the complainant. The response also denies allegations that the shelter supervisor was condescending to the complainant and stated that the site adjusted the temperature of the water so it is warmer.

*Closed – The complainant was satisfied with the site’s response.*

**St. Joseph’s**

- **Client #1:**
- **Complaint submitted: 6/19/17**
- **Response received: 7/3/17**
- **Alleged SOC Violations:**
  - **Standard 2:** Provide shelter services in an environment that is safe...
  - **Standard 3:** ...clean shelters on a daily basis...
- The complainant alleged that shelter staff did not step in when other clients were bullying her. The complainant also alleged that unauthorized clients were using and making a mess in the restroom that was assigned to her.
- In the response, the site stated that a case manager was able to speak to both the complainant and the other client to discuss the incident. The response also stated that the entire shelter is cleaned once a day, the restrooms are deep cleaned once a week and that the site gave the complainant a key so she could lock the restroom.

*Pending – Site has responded to this complaint but it is still open pending a response from the client*

**June 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...	17
Standard 2: Provide shelter services in an environment that is safe...	4
Standard 3: ...hire janitorial staff to clean shelters on a daily basis	3
Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act (ADA)...	1
Standard 12: Provide shelter clients with one clean blanket, two clean sheets, and one pillow enclosed in a plastic or vinyl sleeve with a clean pillowcase...	1
Standard 15: Provide shelter clients with pest-free, secure property storage inside each shelter...	2

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

## June SOC Investigations

Clients who are not satisfied with the site's response to their complaint can request a Committee investigation into their complaint. The Committee completed two investigations in June, one for a client of United Council and the other for a client of MSC South Drop In:

### MSC South Drop In

**Alleged SOC violation:** Standard 2) Provide shelter services in an environment that is safe...

In the original complaint, the complainant alleged that a shelter volunteer refused to let her use the restrooms and chased her away when she was waiting in line to enter the Drop-In Center. In the response, MSC South Drop In stated that the site was full at the when the complainant requested to use the restroom and that a shelter employee told her that she would have to wait until staff could locate an open restroom stall. The response states that the complainant reacted by yelling at staff and calling the police. The response states that police spoke to shelter staff and other guests who were waiting in line and that they determined based on eyewitness testimony that the complainant was not threatened by shelter staff.

The complainant requested an investigation into this complaint because she disputed the portion of the site's response that stated that the complainant was not chased out of line by a shelter employee. Shelter Monitoring Committee staff made an unannounced visit to MSC South Drop In to survey clients about shelter staff. 13 clients were asked if they had ever been physically threatened by shelter staff or if they had ever seen another client be physically threatened by shelter staff.

All 13 surveyed clients stated they have never been physically threatened by shelter staff or seen another client physically threatened by shelter staff. As a result, Committee staff have determined that MSC South Drop In was in compliance with the Standard 2 of the Standards of Care.

**Recommendations:** Three of the surveyed clients indicate that shelter staff did not always apply shelter rules to all clients equally and that clients were not always treated with respect. As a result, Committee staff recommended that MSC South Drop In speak to shelter staff of the importance of treating all clients with respect and to apply all shelter rules and policies to all clients equally.

### United Council

**Alleged SOC violation:** Standard 2) Provide shelter services in an environment that is safe...

In the initial complaint, the complainant alleged on several occasions during breakfast, he found himself stuck in the locker area because all doors leading out from the area were locked. The complainant stated that this would be an unsafe environment if there was an emergency because clients would not be able to escape. In the response, United Council stated that clients are not supposed to be in the locker area before 7:00 PM but that management has instructed shelter staff to always leave one door in the locker area unlocked at all times.

The complainant requested an investigation because he was concerned that it was still possible for clients to lock themselves in the locker area during breakfast hours.

Committee staff made an unannounced visit to United Council in order to inspect the locker area inside the shelter. Committee staff were able to identify two exit doors leading out of the locker area: One door that leads to the rest of the resource center and a second door that leads to the dining room. Committee staff found that both doors open and unlocked. Committee staff determined that United Council was



taking appropriate steps to address concerns that clients are at risk of locking themselves into the locker area by ensuring that at least one exit door remained unlocked during breakfast hours. As a result United Council was found to be in compliance with Standard 2 of the Standards of Care.

*Total Client Complaints FY 2016-2017*

Site	Site Capacity	7/16	8/16	9/16	10/16	11/16	12/16	1/17	2/17	3/17	4/17	5/17	6/17	Total (16-17 FY)
A Woman's Place	11 mats	0	0	1	0	1	3	0	0	0	0	0	0	5
A Woman's Place Drop In Center	63 chairs	0	3	1	0	0	2	1	0	0	1	0	2	10
Bethel AME	30 mats	0	0	1	0	0	2	3	4	1	0	0	3	14
Compass	22 families	0	0	0	0	0	0	0	0	0	0	0	0	0
First Friendship Family	25 families	0	1	0	0	1	0	0	0	0	0	1	0	3
Hamilton Emergency	46 beds, 8 cribs	0	0	0	0	0	0	0	0	1	0	1	0	2
Hamilton Family	27 families	0	0	0	0	0	0	0	0	0	0	0	0	0
Hospitality House	30 beds/mats	0	2	1	0	1	0	0	1	0	1	0	1	7
Interfaith Winter Shelter	60-100 mats depending on the site	0	0	0	0	0	0	0	0	0	0	0	0	0
Jazzie's Place	24 beds	0	0	0	0	3	2	0	0	1	0	0	1	7
Lark Inn	40 beds	0	0	0	0	0	0	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	0	0	0	0	0	0	0	0	0	0	1	0	1
MSC South Shelter	340 beds	3	5	1	0	2	2	2	1	1	0	2	0	19
MSC South Drop In Center	75 chairs	0	2	1	0	0	0	0	2	0	2	0	0	7
Next Door	334 beds	8	9	7	8	9	7	7	16	25	8	8	11	123
Providence	110 mats	0	3	0	0	0	0	0	0	0	0	1	1	5
Sanctuary	200 beds	1	0	0	1	0	0	0	2	2	2	0	1	9
Santa Ana	28 beds	0	0	1	0	0	0	0	0	0	0	0	0	1
Santa Marta/Maria	56 beds	0	1	0	1	0	0	1	0	0	0	0	0	3
St. Joseph's	10 families	0	0	0	0	0	0	0	0	1	0	0	1	2
United Council	48 chairs	0	0	0	0	0	0	0	0	0	0	2	0	2
<b>Total</b>	<b>Single adult: 1203 beds/mats Interfaith: 60-100 mats Resource Centers: 256 chairs Family: 84 family rooms, 46 beds and 8 cribs</b>	<b>12</b>	<b>26</b>	<b>14</b>	<b>10</b>	<b>17</b>	<b>18</b>	<b>14</b>	<b>26</b>	<b>32</b>	<b>14</b>	<b>16</b>	<b>21</b>	<b>220</b>

## June Site Visit Infractions

There were seven unannounced site visits conducted in June. Two sites were not cited for any Standard of Care infractions, these sites were Lark Inn and St. Joseph's. The infractions for the other five sites are listed below:

### Bethel AME

Site visit date: 6/1/17

Infractions submitted to site: 6/20/17

Site responded: 6/27/17

#### **SOC infractions:**

- Standard 12: Not all clients provided with sheets, pillows or pillowcases (clients are given extra blankets) – **Ongoing issue related to laundering of sheets at emergency shelters**
- Standard 21: Site does not have Language Link or other professional translation service (translation services available in English, Spanish, Tagalog, Mandarin and Cantonese) – **Ongoing**
- Standard 31: More than one year since last Cultural Competency training – **Ongoing**

### MSC South

Site visit date: 6/7/17

Infractions submitted to site: 6/20/17

Site responded: 6/30/17

#### **SOC infractions:**

- Standard 12: Not all clients provided with pillows and pillowcases – **Resolved**

### Jazzie's Place

Site visit date: 6/29/17

Infractions submitted to site: 7/5/17

Site responded: Pending

#### **SOC infractions:**

- Standard 12: Not all clients given two sets of sheets – **Pending**

### Providence

Site visit date: 6/26/17

Infractions submitted to site: 6/27/17

Site responded: 7/5/17

#### **SOC infractions:**

- Standard 2: More than 1 year since De-Escalation training for shelter staff – Ongoing
- Standard 3: Broken handle in ADA bathroom stall
- Standard 12: Clients not given 2 sheets, pillow and pillowcase
- Standard 17: No signage posted noting status of repairs for broken bathroom stall handle
- Standard 21: No Language Link or other professional translation service (translation services available in Spanish, Tagalog, Cantonese and Mandarin) – **Ongoing**

### Santa Ana

Site visit date: 5/18/17

Infractions submitted to site: 5/31/17  
Site responded: Pending

**SOC infractions:**

- Standard 7: Two broken water fountains next to unisex bathrooms near room #403

**Santa Marta/Maria**

Site visit date: 5/23/17

Infractions submitted to site: 6/2/17

Site responded: 6/9/17

**SOC infractions:**

- Standard 6: AED battery needed to be replaced – **Resolved**

**Next Door**

Site visit date: 5/10/17

Infractions submitted to site: 5/22/17

Site responded: 5/30/17

**SOC infractions:**

- Standard 3: No paper towels in one restroom; Bathrooms were dirty and needed additional cleaning – **Resolved**
- Standard 12: Not all beds had pillows and pillowcases – **Resolved**
- Standard 25: Not all staff wearing ID badges – **Resolved**

**Sanctuary**

Site visit date: 5/15/17

Infractions submitted to site: 5/22/17

Site responded: 5/30/17

**SOC infractions:**

- Standard 17: Signage for broken laundry machine didn't note status of repair or expected repair date – **Resolved**

### June Survey Results

The Committee completed two eight site visits in June. The survey results from those visits can be found below:

#### **A Woman's Place Drop In**

**Number of clients surveyed: 17**

Survey Question	Yes	No
Do staff treat you with respect?	14	3
Do you feel discriminated against because of your age, disability, gender, race, religion, sexual orientation or transgender status?	4	13
Do you feel safe at the shelter?	13	2

#### **Bethel AME**

**Number of clients surveyed: 8**

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this shelter?	0	0	1	3	4
Does staff treat you with respect and speak to you in a professional manner?	0	1	3	0	4
Does staff de-escalate arguments and help to break up verbal fights between clients?	0	1	4	2	1
Is the sleeping area quiet at night?	0	3	1	1	3
Do the meals provided here meet your needs, e.g. enough food provided or does the site accommodate your special needs like being vegetarian?	0	0	4	2	2
Has your "bed" ever been dropped? Have you ever lost a reservation at this site?	2	4	1	1	0
Survey Question	Doesn't Apply	One night	Less than a month	More than a month	More than 90 days
How long have you been at this shelter?	0	0	1	2	5

#### **First Friendship**

**Number of clients surveyed: 10**

Survey Question	Yes	No
Do staff treat you with respect?	5	5
Do you feel discriminated against because of your age, disability, gender, race, religion, sexual orientation or transgender status?	4	6
Do you feel safe at the shelter?	7	2
Is the sleeping area quiet at night?	4	6

#### **Lark Inn**

**Number of clients surveyed: 21**

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this shelter?	0	2	2	4	13
Does staff treat you with respect and speak to you in a professional manner?	0	0	4	6	11

Does staff de-escalate arguments and help to break up verbal fights between clients?	0	1	3	5	12
Is the sleeping area quiet at night?	1	2	8	5	5
Do the meals provided here meet your needs, e.g. enough food provided or does the site accommodate your special needs like being vegetarian?	0	1	4	3	11
	<b>Doesn't Apply</b>	<b>One Night</b>	<b>Less than a month</b>	<b>More than a month</b>	<b>More than 90 days</b>
How long have you been at this shelter?	1	1	8	6	5

**MSC South**

**Number of clients surveyed: 31**

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this shelter?	0	1	6	9	15
Does staff treat you with respect and speak to you in a professional manner?	0	0	11	8	12
Does staff de-escalate arguments and help to break up verbal fights between clients?	3	2	7	7	11
Is the sleeping area quiet at night?	0	2	12	11	6
Do the meals provided here meet your needs, e.g. enough food provided or does the site accommodate your special needs like being vegetarian?	0	2	6	8	15
Has your "bed" ever been dropped? Have you ever lost a reservation at the site?	1	19	6	3	2
Survey Question	Doesn't Apply	One night	Less than a month	More than a month	More than 90 days
How long have you been at this shelter?	0	0	8	9	14

**Next Door**

**Number of clients surveyed: 49**

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at the shelter?	0	10	14	6	19
Do staff treat you with respect and speak to you in a professional manner?	1	4	18	10	16
Does staff de-escalate arguments and help break up verbal fights between clients?	2	8	16	9	11
Is the sleeping area quiet at night?	1	13	18	11	5
Do the meals provided here meet your needs? (Ex: Enough food provided or does the site accommodate your special needs like being vegetarian?)	2	13	13	10	10
Has your "bed" ever been dropped?	6	29	9	4	0
Survey Question	Doesn't Apply	One night	Less than a month	More than a month	More than 90 days
How long have you been at the shelter?	1	1	8	12	7

**Santa Ana**

**Number of clients surveyed: 6**

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at the shelter?	0	0	2	2	2
Do staff treat you with respect and speak to you in a professional manner?	0	0	2	1	3
Does staff de-escalate arguments and help break up verbal fights between clients?	1	0	2	1	2
Is the sleeping area quiet at night?	0	1	2	1	2
Do the meals provided here meet your needs? (Ex: Enough food provided or does the site accommodate your special needs like being vegetarian?)	0	0	2	1	3
Has your "bed" ever been dropped?	0	3	0	2	1
Survey Question	Doesn't Apply	One night	Less than a month	More than a month	More than 90 days
How long have you been at the shelter?	0	0	2	3	1

**St. Joseph's**

**Number of clients surveyed: 6**

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this shelter?	0	0	2	2	0
Does staff treat you with respect and speak to you in a professional manner?	0	0	2	2	1
Does staff de-escalate arguments and help to break up verbal fights between clients?	0	0	2	3	0
Is the sleeping area quiet at night?	0	0	1	4	0
Do the meals provided here meet your needs, e.g. enough food provided or does the site accommodate your special needs like being vegetarian?	0	0	5	0	0
	Doesn't Apply	One Night	Less than a month	More than a month	More than 90 days
How long have you been at this shelter?	0	0	1	3	1

*FY2016-2017 Unannounced Site Visit Tally*

Site	Q1 July-Sept.	Q2 Oct.-Dec.	Q3 Jan. - March	Q4 April – June	Total (16-17 FY)
A Woman’s Place	1	1	1	1	4
A Woman’s Place Drop In Center	1	1	1	1	4
Bethel AME	1	1	1	1	4
Compass	1	1	1	-	3
First Friendship Family	1	1	1	1	4
Hamilton Emergency	1	1	1	1	4
Hamilton Family	1	1	1	1	4
Hospitality House	1	1	1	1	4
Interfaith Winter Shelter* seasonal shelter open during winter months	*Closed	1	1	*Closed	2
Jazzie’s Place	1	1	1	1	4
Lark Inn	1	1	1	1	4
Mission Neighborhood Resource Ctr.	1	1	1	1	4
MSC South Shelter	1	1	1	1	4
MSC South Drop In Center	1	1	1	-	3
Next Door	1	1	1	1	4
Providence	1	1	1	1	4
Sanctuary	1	1	1	1	4
Santa Ana	1	1	1	1	4
Santa Marta/Maria	1	1	1	1	4
St. Joseph’s	1	1	1	1	4
United Council	1	1	1	-	3
<b>Total</b>	<b>20</b>	<b>21</b>	<b>21</b>	<b>17</b>	<b>79</b>
<b>Assigned</b>	<b>20</b>	<b>21</b>	<b>21</b>	<b>20</b>	<b>82</b>
<b>Compliance</b>	<b>100%</b> compliance	<b>100%</b> compliance	<b>100%</b> compliance	<b>85%</b> compliance	<b>96%</b> compliance for FY16- 17

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

***FY2016-2017 Announced Site Visit Tally***

Site	Total (16-17 FY)
A Woman's Place	1
A Woman's Place Drop In Center	1
Bethel AME	2
Compass	1
First Friendship Family	2
Hamilton Emergency	2
Hamilton Family	2
Hospitality House	1
Interfaith Winter Shelter *seasonal shelter open during winter months	1
Jazzie's Place	1
Lark Inn	2
Mission Neighborhood Resource Ctr.	1
MSC South Shelter	2
MSC South Drop In Center	2
Next Door	2
Providence	1
Sanctuary	1
Santa Ana	1
Santa Marta/Maria	1
St. Joseph's	2
United Council	1
<b>Total</b>	<b>30</b>
<b>Required</b>	<b>41</b>
<b>Compliance for FY16-17</b>	<b>73%</b>

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

**Committee Membership and Staff Update**

**Membership**

The Committee currently has twelve members and there is one vacancy. Details of the vacant seat is as follows:

**Local Homeless Coordinating Board**

\*Seat 1-Member shall be nominated by a non-profit providing advocacy or organizing to homeless people. Please attach a letter of support from the community agency nominating you for this seat.

Contact Jeff Simbe at 415-255-3647 or email [jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org) if you are interested in applying.

**2017 Meeting Calendar**

- August 16
- September 20
- October 18
- November 15
- December 20