



City and County of San Francisco

# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** April 13, 2018  
**RE:** **March SOC Staff Report**

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### March Client Complaints

There were a total of eleven complaints submitted to the Shelter Monitoring Committee by ten unduplicated clients in March 2018. Of those eleven complaints, three are still open pending a response from the site. One complaint at MSC South received a response that did not satisfy the client; that complaint is currently under investigation. Sites have responded to the remaining eleven 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: 3/23/18**
- **Response received: 4/9/18**
- **Alleged SOC Violations:**
  - **Standard 15:** Provide shelter clients with pest-free, secure property storage...
- The complainant stated that she was staying at the site but was admitted to the hospital on 3/16. The complainant alleged that her husband tried to pick up her medications and other belongings from the site on 3/17, but shelter staff told him that the belongings would be secured at the site until the complainant could return to pick them up. The complainant alleges that when she returned to the site to pick up her belongings after being discharged, the site did not have any of her belongings including medications that she reports are worth over \$1000.
- The response states that shelter staff never agreed to secure or store the complainant's possessions. The response also states that although the complainant was accessing services at the site, the complainant did not notify staff that she would be leaving her belongings behind and that staff does not know what happened to her property.

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

### Bethel AME

- **Client #1**
- **Complaint submitted: 3/1/18**

- **Response received: 3/5/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules and grievance process
- The complainant alleged that a shelter employee was rude and falsely accused her of breaking a rule that prohibits eating in the sleeping area.
- The response denied the allegations that shelter staff were rude to the complainant and stated that staff had only spoken to the complainant to point out that she was breaking a rule and asking her to be quiet.

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

- **Client #2**
- **Complaint submitted: 3/26/18**
- **Response received: 4/9/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules and grievance process
  - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that another client has been verbally harassing her for over three months without consequences from staff. The complainant also alleged the other client is given preferential treatment and that shelter staff are not monitoring the shelter area during the graveyard shift.
- The response states that staff have not witnessed the verbal harassment taking place but that they had taken steps to separate the two clients. The response also states that staff held several community about bullying and that the other client was later written up for inappropriate behavior.

*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: 3/7/18**
- **Response received: 3/26/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 15:** Provide...secure property storage inside each shelter...
- The complainant alleged that shelter staff made her switch beds due to the unsubstantiated complaint from another client. The complainant also alleged that staff threw out her belongings in violation of the site's property storage policy.
- The response stated that due to the seriousness of the allegations against the complainant, both she and the other client were relocated to different beds. The response also alleged that the complainant's property was disposed of while adhering to the site's property storage policy.

*Not Satisfied – The complainant was not satisfied with the site's response and has requested an investigation into the complaint. The investigation is currently pending.*

- **Client #2**
- **Complaint submitted: 3/8/18**
- **Response received: Pending**

- **Alleged SOC Violations:**
  - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that that other clients have been bullying and harassing her without consequences from staff.

*Open – Site has yet to respond to this complaint*

### Next Door

- **Client #1**
- **Complaint submitted: 3/13/18**
- **Response received: Pending**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that shelter staff and clients are verbally harassing him.

*Open – Site has yet to respond to this complaint*

- **Client #2:**
- **Complaint submitted: 3/14/18**
- **Response received: 3/21/18**
- **Alleged SOC Violations:**
  - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that shelter staff are sleeping while on duty and are not turning on the lights in time for clients to get breakfast.
- The response states that shift supervisors were instructed to monitor their subordinates more closely and to randomize their safety checks to insure that staff were staying awake on their shift.

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

- **Client #3, Complaint #1:**
- **Complaint submitted: 3/28/18**
- **Response received: 4/5/18**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...
  - **Standard 12:** Provide shelter clients with...one clean blanket, two clean sheets...
- The complainant alleged that that her bed is infested with bed bugs and that shelter staff have not been giving her blankets and sheets.
- The response states that facilities staff had inspected the complainant's bed and did not find evidence of bedbugs, but that management would instruct facilities and clinical staff to reach out to the client and offer to complete an inspection with her. The response also states that the site does sometimes run low of blankets but that more will always be available later in the day.

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

- **Client #3, Complaint #2:**
- **Complaint submitted: 3/30/18**
- **Response received: Pending**
- **Alleged SOC Violations:**
  - **Standard 12:** Treat clients equally, with respect and dignity...

- The complainant alleged that shelter staff are intentionally giving her dirty sheets and blankets with blood stains on them.

*Open – Site has yet to respond to this complaint*

**Sanctuary**

- **Client #1**
- **Complaint submitted: 3/8/18**
- **Response received: 3/20/18**
- **Alleged SOC Violations:**
  - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that shelter clients and staff are randomly grabbing and shaking him while he is asleep.
- The response states that shelter management investigated the allegations but and that they did not find any evidence that supported the complainant’s allegations that staff and clients are harassing him while he is asleep.

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

- **Client #2**
- **Complaint submitted: 3/20/18**
- **Response received: 4/9/18**
- **Alleged SOC Violations:**
  - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that another client tried to light his foot on fire while he was sleeping. The complainant states that when he woke up the next morning, other clients told him that someone had been denied services over the incident.
- The response stated that shelter staff interviewed the complainant about the incident and that the complainant was unable to prove the allegation or identify the client that he supposedly saw. The response states that no other clients could corroborate the complainant’s allegations and that there were no clients that were denied services that night.

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

**March 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...	4
Standard 2: Provide shelter services in an environment that is safe and free from physical violence	7
Standard 12: Provide shelter clients with one clean blanket, two clean sheets and one pillow enclosed in a plastic or vinyl sleeve...	1
Standard 15: Provide shelter clients with pest-free, secure property storage...	1

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

*Total Client Complaints FY 2017-2018*

Site	Site Capacity	7/17	8/17	9/17	10/17	11/17	12/17	1/18	2/18	3/18	Total (17-18 FY)
A Woman's Place	11 mats	0	0	0	0	0	0	1	0	0	1
A Woman's Place Drop In Center	63 chairs	0	0	1	0	1	0	0	0	1	3
Bethel AME	30 mats	2	6	2	4	1	1	2	1	2	21
Compass	22 families	0	0	0	0	0	0	0	0	0	0
First Friendship	25 families	0	1	0	0	0	1	3	0	0	5
Hamilton Emergency	46 beds, 8 cribs	0	0	0	0	0	0	0	2	0	2
Hamilton Family	27 families	1	0	0	0	0	0	0	0	0	1
Hospitality House	30 beds/mats	0	0	0	0	0	0	0	0	0	0
Interfaith Winter Shelter	60-100 mats depending on the site	0	0	0	0	0	1	0	0	0	1
Jazzie's Place	24 beds	0	0	1	0	0	0	0	0	0	1
Lark Inn	40 beds	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
MSC South Shelter	340 beds	3	3	1	4	1	1	4	4	2	23
MSC South Drop In Center	75 chairs	0	0	1	1	0	0	0	0	0	2
Next Door	334 beds	4	5	6	4	2	7	2	12	4	46
Providence	110 mats	0	2	0	0	0	0	0	0	0	2
Sanctuary	200 beds	2	3	1	4	3	5	4	0	2	24
Santa Ana	28 beds	0	1	0	0	0	1	0	0	0	2
Santa Marta/Maria	56 beds	0	0	0	0	0	0	0	0	0	0
St. Joseph's	10 families	0	0	0	0	0	0	0	0	0	0
United Council	48 chairs	0	0	0	1	0	0	0	0	0	1
<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>21</b>	<b>13</b>	<b>18</b>	<b>8</b>	<b>17</b>	<b>16</b>	<b>19</b>	<b>11</b>	<b>135</b>

Clients who are not satisfied with the site's response to their complaint can request a Committee investigation into their complaint. The Committee completed three investigations in March:

**Bethel AME**

**Client #1:**

**Complaint filed: 2/9/18**

**Response received: 2/21/18**

**Investigation requested: 2/22/18**

**Investigation completed: 3/12/18**

**Alleged SOC violation:**

- **Standard 1)** Treat all clients equally...including in the application of shelter policies...
- **Standard 2)** Provide shelter services in an environment that is safe and free from physical violence...

**The complainants made the following allegations:**

- **Standard 1:** The complainant's alleged that two other clients (Client A and Client B) are given preferential treatment from shelter staff. The complainant's alleged that staff allow Client A and Client B to verbally harass and throw things at other clients without consequences from shelter staff.
- **Standard 2:** The complainants allege that for the past several months, there have been no staff on duty monitoring the main sleeping area during the graveyard shift. The complainants allege that graveyard shift staff will check in at the start of their shift and then immediately leave or fall asleep on the benches outside of the main shelter area. The complainants also allege that two shelter employees (Employee A, Employee B) were involved in fight while on-duty and that Employee B is still working at Bethel AME.

**Investigation:**

Committee staff interviewed shelter staff and shelter management about the allegations and determined the following:

- Shelter staff denied the allegations that they were giving Client A and B preferential treatment and stated that they had not witnessed Client A and Client B threatening or throwing things at other clients. Shelter management reported that although they were aware of some conflicts between clients taking place outside of the shelter, they had not witnessed inappropriate behavior taking place inside the shelter.

Committee staff were unable to confirm the complainant's allegations, as a result this investigation is inconclusive.

**Findings: Inconclusive**

- Shelter management stated that they had conducted an internal investigation and determined that some staff were not on-site during the graveyard shift. Shelter management stated that those staff were removed from the schedule and that they met with staff from all three Providence Foundation shelters (Bethel AME, First Friendship, Providence) about the importance of being present at the shelter during their shift.
- Shelter management confirmed the allegations that two shelter employees were involved in a physical altercation while on duty. Shelter management stated that both staff were pulled off the schedule until they completed an internal investigation. Shelter management reported that their investigation determined that Employee B. was not the aggressor in the incident and allowed him

to return to work at other shelters but not Bethel AME. Shelter management stated that they plan to meet with Employee A at a future date to determine if he will return to work.

Shelter management confirmed the complainant's allegations that staff were not present at Bethel AME during the graveyard shift and that a fight between two shelter employees occurred while on-duty. As a result, Bethel AME is out of compliance with Standard 2.

**Findings: Out of compliance with Standard 2**

**Recommendations:** Shelter management should continue monitoring Bethel AME staff to ensure that they are present and monitoring the shelter during the graveyard shift.

**Client #2:**

**Complaint filed: 1/18/18**

**Response received: 2/20/18**

**Investigation requested: 3/2/18**

**Investigation completed: 3/12/18**

**Alleged SOC violation:**

- **Standard 1)** Treat all clients equally...including in the application of shelter policies...

**The complainants made the following allegations:**

- **Standard 1:** The complainant that she entered Bethel AME one night with another client (Client A), but shelter staff would not allow Client A to stay at the site because she had a standing denial of service. The complainant states that Client A was upset when she learned about the denial of service, so the complainant began talking to Client A in order to calm her down. The complainant alleges that a shelter employee came over to her mat and accused her of bringing Client A into the shelter in an aggressive and threatening manner.

**Investigation:**

Committee staff interviewed shelter staff about the allegations and determined the following:

- The shelter employee described in the complaint acknowledged that he had spoken to the complainant on the day of the incident, but denied going to the complainant's mat and speaking to her in an aggressive or threatening manner. The shelter employee stated that he had spoken to the complainant at the staff station and that he only asked the complainant why she was bringing Client A into the shelter if Client A had a standing DOS.

Although both shelter staff and the complainant stated that they had spoken on the night of the incident about Client A was informed about her denial of service, Committee staff were unable to confirm the complainant's allegations that the shelter employee spoke to her in an aggressive and threatening manner. As a result, this investigation is inconclusive.

**Findings: Inconclusive**

**MSC South**

**Client #1:**

**Complaint filed: 2/14/18**

**Response received: 3/1/18**

**Investigation requested: 3/6/18**

**Investigation completed: 3/15/18**

**Alleged SOC violation:**

- **Standard 1)** Treat clients equally, with respect and dignity, including in the application of shelter policies and grievance process
- **Standard 9)** Engage a nutritionist, who shall develop all meal plans...

**The complainant made the following allegations:**

- **Standard 1:** The complainant stated that during breakfast, a volunteer bumped into him in the dining room, which caused hot coffee to spill over his abdominal area. The complainant alleged that when he lifted up his shirt to check if he had any burns, several other shelter residents began making comments and causing a disturbance. The complainant alleged that shelter employee told him that he could not check his body for burns in the dining room and instructed him to go to the restroom. The complainant alleged that he felt harassed and racially discriminated against due to the shelter employee's comments.
- **Standard 9:** The complainant alleged that the coffee was so hot that he had to seek medical treatment at the hospital. The complainant alleged that the coffee spilled on him had to be above 212 degrees F for him to receive such serious burns. The complainant also alleged that MSC South kitchen staff are not keeping the kitchen clean according to food service regulations.

**Investigation:**

Committee staff interviewed shelter staff about the incident and determined the following:

- The shelter employee listed in the complaint stated that on the day of the incident, he noticed several shelter residents causing a disruption during breakfast. The employee stated that he de-escalated the situation before checking in on the complainant and informing the complainant that he could check his body for burns in the restroom. The employee stated that he offered to hold the complainant's seat and tray, but that the complainant told him that he was OK and returned to his meal. The employee stated that the complainant did not appear to be hurt and did not ask for medical assistance. The employee denied the allegations that he was disrespectful to the complainant and that he was discriminating against the complainant based on race.

Committee staff were unable to confirm the complainant's allegations that a shelter employee harassed him and was racially discriminating against him. As a result, the investigation is inconclusive.

**Findings: Inconclusive**

All complaints involving nutrition or food service are forwarded to the Registered Dietician for investigation and response.

- The Registered Dietician report states that coffee at MSC South is made in a 10-gallon Grindmaster Brewer that automatically brews and sets the coffee temperature. The report states that a coffee temperature test was conducted and that the coffee was measured at 192 degrees F and that no other clients have reported issues with the coffee temperature. Her report also stated that she reviewed Daily Sanitation Reports, which are completed by the lead cook to monitor that all food and equipment temperatures and sanitation procedures are maintained. The report concluded by stating that the reports were correctly completed for both breakfast and dinner shifts and that no corrective action was needed. Committee staff also reviewed the Daily Sanitation Reports and conducted a second coffee temperature test at the request of the client and confirmed the Registered Dietician's findings.

**Findings: In compliance**



### **March Site Visit Infractions**

The Committee completed conducted three site visits in March 2018. The infractions from those three visits are listed below:

#### **Bethel AME**

Site visit date: 3/20/18

Infractions submitted to site: 3/26/18

Site responded: April 9, 2018

#### **SOC Infractions:**

**Standard 6** – No CPR masks – **Resolved**

**Standard 12** - No pillows or pillowcases available – **Ongoing issue, site provides extra blankets as substitute for pillow**

#### **Mission Neighborhood Resource Center**

Site visit date: 3/6/18

Infractions submitted to site: 3/20/18

Site responded: 3/28/18

#### **SOC Infractions:**

**Standard 3** – Bathrooms needed to be cleaned – **Resolved**

#### **MSC South**

Site visit date: 3/13/18

Infractions submitted to site: 3/28/18

Site responded: April 6, 2018

#### **SOC Infractions:**

**Standard 3** – One bathroom stall needed to be restocked with toilet paper; One shower in men's room is out of order – **Resolved**

**Standard 8:** No signage posted on how clients can access laundry services – **Resolved**

**Standard 12** - Not all clients given a pillow and pillowcase – **Resolved**

**Standard 25** - Not all staff wearing ID badges – **Resolved**

*FY2017-2018 Unannounced Site Visit Tally*

Site	Q1 July-Sept.	Q2 Oct. – Dec.	Q3 Jan. - March	Total (17-18 FY)
A Woman's Place	0	2	1	3
A Woman's Place Drop In Center	1	1	1	3
Bethel AME	1	1	1	3
Compass	1	1	0	2
First Friendship Family	0	2	1	3
Hamilton Emergency	1	0	3	4
Hamilton Family	1	0	3	4
Hospitality House	1	0	2	3
Interfaith Winter Shelter* seasonal shelter open during winter months	*Closed	0	2	2
Jazzie's Place	0	2	1	3
Lark Inn	1	1	2	4
Mission Neighborhood Resource Ctr.	1	1	2	4
MSC South Shelter	1	0	2	3
MSC South Drop In Center	1	0	1	2
Next Door	1	1	1	3
Providence	1	1	1	3
Sanctuary	0	1	2	3
Santa Ana	1	1	1	3
Santa Marta/Maria	0	2	1	3
St. Joseph's	1	1	0	2
United Council	1	1	1	3
Sites Visited	<b>15</b>	<b>19</b>	<b>29</b>	<b>63</b>
Assigned Sites	<b>20</b>	<b>21</b>	<b>21</b>	<b>82</b>
<b>Compliance</b>	<b>75.0% compliance</b>	<b>90.5% compliance</b>	<b>138.1% compliance (through March. 2018 only)</b>	<b>76.8% compliance for FY17-18 (through March 2018 only)</b>

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

Site	Total (17-18 FY)
A Woman's Place	1
A Woman's Place Drop In Center	1
Bethel AME	1
Compass	1
First Friendship Family	1
Hamilton Emergency	1
Hamilton Family	1
Hospitality House	1
Interfaith Winter Shelter *seasonal shelter open during winter months	0
Jazzie's Place	1
Lark Inn	0
Mission Neighborhood Resource Ctr.	0
MSC South Shelter	0
MSC South Drop In Center	0
Next Door	1
Providence	1
Sanctuary	0
Santa Ana	0
Santa Marta/Maria	1
St. Joseph's	2
United Council	0
<b>Total</b>	<b>14</b>
<b>Required</b>	<b>41</b>
<b>Compliance for FY17-18</b>	<b>34.1%</b>

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

### Staff Update and Committee Membership

#### Membership

The Committee currently has ten members and three vacancies:

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

Seat 1-Must be homeless or formerly homeless (within 3 years prior to the appointment) living with their homeless child under the age of 18.

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.

#### **Mayor's Office:**

Seat 2-Must be a member from the Department of Homelessness and Supportive Housing

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

#### Rules Committee Update

#### FY2017-2018 Meeting Calendar

- May 16
- June 20