



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: April 12, 2019
RE: **March 2019 SOC Staff Report**

March Client Complaints

There were a total of seven complaints submitted to the Shelter Monitoring Committee by six unduplicated clients in March 2019. There was one complaint that received a response that did not satisfy the client, the investigation for that complaint is currently pending. Sites have responded to the remaining six 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.

A Woman's Place Drop In

- **Client #1:**
- **Complaint submitted: 3/4/19**
- **Response received: 3/5/19**
- **Alleged SOC Violations:**
 - **Standard 13:** Make the shelter facility available to shelter clients for sleeping at least 8 hours per night
- The complainant alleged that there has been an ongoing issue where staff will watch TV or stream music at a very high volume during the graveyard shift, which wakes up clients and prevents them from falling back asleep.
- The response states that staff should be maintaining quiet hours from 10 PM to 6 AM and that management notified the graveyard shift supervisors about the complaint. The response also states that if there is an ongoing violation of Quiet Hours, staff will face disciplinary action.

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: 3/12/19**
- **Response received: 4/2/19**
- **Alleged SOC Violations:**

- **Standard 13:** Make the shelter facility available to shelter clients for sleeping at least 8 hours per night
- The complainant alleged that she kept being woken up being an extreme electrical pulsing coming from the floor of the shelter.
- The response states that although there is a boiler room downstairs in the shelter, it does not make enough noise to where it would disrupt the sleep of shelter clients. The response also states that they have not received any other complaints about noise besides the one filed by the complainant.

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

Hospitality House

- **Client #1 :**
- **Complaint submitted: 3/7/19**
- **Response received: 4/2/19**
- **Alleged SOC Violations:**
 - **Standard 9:** Engage a nutritionist...and post menus on a daily basis;
- The complainant alleged that shelter staff have been posting menus that don't reflect the meals being served.
- The response from the Registered Dietician states that meals at the site are delivered by Glide, which are accompanied by delivery slips. The response also states that the majority of the menus posted at Hospitality House did not match the food being delivered by Glide, which validated the complaint. As a result, the Registered Dietician is currently working with shelter management to ensure compliance with Standard 9.
- **This complaint was referred to the Registered Dietician for investigation because it includes allegations related to meal menus.**

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

Interfaith – Canon Kip

- **Client #1 :**
- **Complaint submitted: 3/1/19**
- **Response received: 3/14/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant stated that on the first day that the Interfaith shelter was opened at the Canon Kip location, he and several other clients lined up to get reservation for the week. The complainant stated that although reservations are supposed to be given out on a first-come first-served basis, approximately 35 clients showed up that day and already had reservation tickets for the week. The complainant states that he was accommodated with a bed for one night, but when he told staff that they weren't following the reservation procedures a supervisor threatened to throw him out of the shelter.
- The response denies the allegation and states that all reservation tickets were given out on the first day of that the shelter opened. The response also states that staff did not threaten the complainant, only asked him not to urinate into a bottle while laying down at a sleeping mat.

Not Satisfied – The complainant indicated that they were not satisfied with the site's response and requested an investigation. That investigation is currently pending.

Next Door

- **Client #1:**
- **Complaint submitted: 3/12/19**
- **Response received: 4/11/19**
- **Alleged SOC Violations:**
 - **Standard 13:** Make the shelter facility available to shelter clients for sleeping at least 8 hours per night
- The complainant alleged that she was woken up by a strong electrical pulsing while lying in bed inside the shelter.
- The response states that management investigated the allegations but was unable to speak to the complainant because she no longer had a reservation at the site. The response also states that management spoke to several clients in the area and that none of them reported being woken up by any electrical pulses.

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

Sanctuary

- **Client #1:**
- **Complaint submitted: 3/5/19**
- **Response received: 3/7/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant alleged that staff have been retaliating against her for filing complaints by giving her write-ups for break rules that don't exist.
- The response denies the allegation that staff are retaliating against the complainant and states that she has been receiving write-ups for having excessive property inside the shelter.

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

- **Client #2:**
- **Complaint submitted: 3/7/19**
- **Response received: 3/14/19**
- **Alleged SOC Violations:**
 - **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;
- The complainant alleged that shelter staff have been harassing her by not providing her with a sleeping mat when she first got to the shelter and by taking her bedding even though it isn't laundry day.
- The response states that although the complainant reported that she didn't have a sleeping mat on her bed on the first night of her stay, staff immediately went and brought her a mat from the basement. The response also acknowledges that on one occasion, staff mistakenly collected her bedding because they thought that the complainant was a 1-night client.

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...	2
Standard 9: Engage a nutritionist, who shall develop all meal plans, including meal plans for children and pregnant women; and post menus on a daily basis.	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 13: Make the shelter facility available for sleeping at least 8 hours per night	2

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

March Investigations

The Committee completed one investigation in March for a Hamilton Family Shelter client who was not satisfied with the site's response to their complaint. The following section provides an overview of the investigation, including any findings and recommendations:

Hamilton Family Shelter

Complaint filed: February 4, 2019

Response received: February 19, 2019

Investigation requested: February 25, 2019

Investigation completed: March 20, 2019

Alleged SOC violations:

- **Standard 3:** ...clean shelters on a daily basis...;
- **Standard 9:** Engage a nutritionist, who shall develop all meal plans...;

Allegations:

- Hamilton has not been providing a hygienic shelter environment, which has resulted in the complainant's family becoming sick with bacterial conjunctivitis.
- Problems with the shared restrooms at the shelter have not been addressed, including several sinks and bathtubs that do not drain and one men's restroom that constantly needs cleaning.
- Hamilton has not been providing food at the shelter that the complainant's daughter can eat.

Investigation: Committee staff visited Hamilton Family Shelter to inspect the facilities and to interview shelter staff. Allegations regarding the appropriateness of the meals being served at Hamilton were sent to Kathleen Da Silva (RD) for investigation.

Findings:

- Committee staff interviewed Maria Beza, Nurse Manager for the Maxine Hall Health Center and Hamilton Family Shelter clinic regarding the allegations that the complainant's family contracted bacterial conjunctivitis due to an unhygienic shelter environment. Ms. Beza reported that bacterial conjunctivitis is extremely common among children, especially if they have existing respiratory issues. She also stated that the bacterial conjunctivitis could have been acquired in many different environments and could not be directly attributed to the shelter facility. Ms. Beza also reported that her team has not received any reports of bacterial conjunctivitis from any other clients staying at Hamilton.
 - **Inconclusive, no corrective action recommended**
- Committee staff inspected the restroom facilities and found that all of sinks and bathtubs were draining correctly. Staff also inspected the men's restrooms and found that they were clean at the time of the investigation. Although the restroom facilities may have been out of order at the time of the complaint, all issues had been resolved by the time of the investigation.
 - **Inconclusive, no corrective action recommended**
- Kathleen DA Silva (RD) investigated the complaint and found that Hamilton's meals follow established menu patterns and portion sizes for adults and children. She was also able to confirm that Hamilton approved a reasonable accommodation for the complainant's family to store fresh fruit and vegetables in the residential counselor office refrigerator. Committee staff also reviewed reasonable accommodation requests and found that Hamilton had approved multiple food related requests and allowed the complainant to have vegetarian meals, store fruits and vegetables for personal use and gave them extra time in the dining room.
 - **In compliance with Standard 9, no corrective action recommended**

Total Client Complaints FY 2018-2019

Site	Site Capacity	7/18	8/18	9/18	10/18	11/18	12/18	1/19	2/19	3/19	Total (FY18-19)
A Woman's Place	11 mats	0	0	0	0	0	0	0	1	0	1
A Woman's Place Drop In Center	63 chairs	1	0	1	1	0	1	2	0	1	7
Bethel AME	30 mats	5	4	2	1	3	3	3	3	1	25
Compass	22 families	0	0	0	0	0	0	0	0	0	0
Dolores St - Santa Marta/Maria/Ana/Jaz zie's Place	56 beds	0	0	0	0	0	0	1	1	0	2
First Friendship	25 families	0	0	0	0	0	0	0	0	0	0
Hamilton Emergency	22 families	0	0	1	0	0	0	0	0	0	1
Hamilton Family	27 families	1	1	0	0	0	0	0	1	0	3
Harbor House	30 families	-	-	-	-	-	-	-	-	0	0
Hospitality House	30 beds/mats	0	0	0	0	0	0	0	0	1	1
Interfaith Winter Shelter *seasonal shelter only open during winter months	60-100 mats depending on the site	0	0	0	0	0	0	1	0	1	2
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	1	0	0	0	1
MSC South Shelter	340 beds	0	2	3	4	2	1	1	3	0	16
MSC South Drop In Center	75 chairs	0	1	0	0	1	1	0	0	0	3
Next Door	334 beds	5	2	2	4	2	8	5	4	1	33
Providence	110 mats	4	1	0	0	0	0	0	0	0	5
Sanctuary	200 beds	3	4	3	3	4	2	5	2	2	28
Santa Ana	28 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
Total	Single adult: 1203 beds/mats Interfaith: 60-100 mats Resource Centers: 256 chairs Family: 106 families	19	15	12	14	12	17	18	15	7	129

March Site Visit Infractions

The Committee completed 11 unannounced site visits in February 2019. There were no infractions noted on the visit to Hospitality House, the infractions from the remaining 10 site visits are listed below:

Bethel AME

Site visit date: 3/11/19

Infractions submitted to site: 4/12/19

Site responded: **Pending**

SOC Infractions:

- **Standard 21:** No Language Link or other professional translation service available, translators available in certain languages – **Ongoing issue**
- **Standard 22:** No bilingual English/Spanish speaking front-line staff – **Pending**

Compass Family Shelter

Site visit date: 3/14/19

Infractions submitted to site: 4/2/19

Site responded: 4/3/19

SOC Infractions:

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

Dolores St. Shelter (Santa Martha/Maria/Ana/Jazzie's Place)

Site visit date: 3/14/19

Infractions submitted to site: 4/2/19

Site responded: 4/8/19

SOC Infractions:

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

First Friendship

Site visit date: 3/27/19

Infractions submitted to site: 4/11/19

Site responded: **Pending**

SOC Infractions:

- **Standard 6:** No AED available at the shelter – **Ongoing infraction from previous two site visits**
- **Standard 12:** Clients not being given pillows and pillowcases – **Ongoing issue, shelter facility unable to launder pillows and pillowcases on site**
- **Standard 26:** No MUNI tokens or other transportation options for clients to attend medical, permanent housing, substance use treatment, etc. (shuttle and van service available to take clients to certain other shelters) – **Pending**

Interfaith Winter Shelter – Canon Kip

Site visit date: 3/13/19

Infractions submitted to site: 4/9/19

Site responded: **Pending**

SOC Infractions:

- **Standard 8:** No refrigerator or alternate plan in case clients need to store medication, ADA information not posted in English and Spanish, reasonable accommodation forms not available in English and Spanish – **Pending**
- **Standard 18:** No phones available for clients to use to make local calls during “Lights On” – **Pending**
- **Standard 22:** No bilingual English/Spanish speaking front-line staff – **Ongoing, site has bilingual Spanish speaking client volunteer available for translation**
- **Standard 23:** More than 30 days since last emergency drill, no disaster plan in place with evacuation procedures or meet-up locations for staff and clients – **Pending**

MSC South

Site visit date: 3/18/19

Infractions submitted to site: 4/12/19

Site responded: **Pending**

SOC Infractions:

- **Standard 6:** First aid kits ran out of anti-biotic ointment – **Pending**
- **Standard 17:** No signage posted noting broken phone and TTY machine and expected date of repair – **Pending**
- **Standard 18:** Phone and TTY machine both out of order – **Pending**
- **Standard 25:** Not all staff wearing ID badges – **Pending**

MSC South Drop In

Site visit date: 3/18/19

Infractions submitted to site: 4/12/19

Site responded: **Pending**

SOC Infractions:

- **Standard 3:** 2 soap dispensers in Men’s showers are broken– **Pending**
- **Standard 6:** First aid kits ran out of anti-biotic ointment – **Pending**
- **Standard 17:** No signage posted noting broken soap dispensers, phone and TTY machine and expected date of repair – **Pending**
- **Standard 18:** Phone and TTY machine both out of order – **Pending**

Next Door

Site visit date: 3/19/19

Infractions submitted to site: 4/10/19

Site responded: **Pending**

SOC Infractions:

- **Standard 3:** Restrooms needed additional cleaning, two stalls ran out of toilet paper, 1 urinal needed to be repaired – **Pending**
- **Standard 12:** Not all clients being provided with pillows and pillowcases (approximately 30% of clients did not have pillows or pillowcases) - **Pending**
- **Standard 17:** No signage posted noting broken urinal – **Pending**
- **Standard 30:** No protective gowns available (staff reported that gowns have been ordered and are awaiting delivery) – **Pending**

Sanctuary

Site visit date: 3/18/19

Infractions submitted to site: 4/10/19

Site responded: 4/12/19

SOC Infractions:

- **Standard 23:** Staff could not locate emergency disaster plan noting evacuation procedures and meet-up location for clients and staff – **Resolved**

St. Joseph's

Site visit date: 3/25/19

Infractions submitted to site: 4/10/19

Site responded: **Pending**

SOC Infractions:

- **Standard 8:** ADA information not posted in English and Spanish – **Pending**

FY2018-2019 Unannounced Site Visit Tally

Site	7/18	8/18	9/18	10/18	11/18	12/18	1/19	2/19	3/19	Total (FY18-19)
A Woman's Place	1	1	0	0	0	0	1	0	0	3
A Woman's Place Drop In Center	0	1	0	1	0	0	0	1	0	3
Bethel AME	0	1	0	0	1	0	0	0	1	3
Compass	0	0	0	0	0	1	1	0	1	3
First Friendship	1	0	0	0	1	0	0	0	1	3
Hamilton Emergency	1	0	0	1	0	0	0	1	0	3
Hamilton Family	1	0	0	1	0	0	0	1	0	3
Harbor House (new site)	-	-	-	-	-	-	-	-	0	0
Hospitality House	0	0	0	1	0	1	0	0	1	3
Interfaith Winter Shelter	0	0	0	0	0	0	0	1	1	2
Lark Inn	1	0	0	0	1	0	1	0	0	3
Mission Neighborhood Resource Ctr.	0	0	0	0	1	0	1	0	0	2
MSC South Shelter	1	0	0	0	1	0	0	0	1	3
MSC South Drop In Center	1	0	0	1	0	0	0	0	1	3
Next Door	1	1	0	0	0	0	0	0	1	3
Providence	0	0	1	0	0	0	0	1	0	2
Sanctuary	1	0	1	0	0	0	0	0	1	3
Santa Ana* moved to Dolores St. Shelter site on 10/15/18	1	0	0	0	0	0	0	0	0	1
Dolores St. Shelter (Santa Marta/Maria/Ana/ Jazzie's Place)	1	0	0	0	0	1	0	0	1	3
St. Joseph's	0	1	0	0	1	0	0	0	1	3
United Council	0	0	1	0	0	0	0	1	0	2
Total	11	5	3	5	6	3	4	6	11	54

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	7/18	8/18	9/18	10/18	11/18	12/18	1/19	2/19	3/19	Total FY18-19
A Woman's Place				1						1
A Woman's Place Drop In Center			1							1
Bethel AME			1							1
Compass				1						1
First Friendship			1							1
Hamilton Emergency			1							1
Hamilton Family			1							1
Harbor House										0
Hospitality House		1								1
Interfaith Winter Shelter									1	1
Lark Inn			1							1
Mission Neighborhood Resource Ctr.		1								1
MSC South Shelter			1							1
MSC South Drop In Center					1					1
Next Door					1					1
Providence										0
Sanctuary						1				1
Dolores St. Shelter						1				1
St. Joseph's		1								1
United Council										0
Total	0	3	7	2	2	2	0	0	1	17

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 for more information.

FY2018-2019 Meeting Calendar

- May 15
- June 19