MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: April 20, 2016
RE: March 2016 SOC and Staff Report

Standards of Care and Staff Report

Overview of Complaints
There were a total of 12 client complaints submitted to the Shelter Monitoring Committee in March 2016.

Investigations
There were two investigations completed in the month of March, one at Next Door and one at Jazzie’s Place:

Investigation #1, Next Door:
The complainant stated that an individual (who did not have a reservation at Next Door) was able to get past security and shelter staff to confront and harass the complainant. The complainant stated that he did not feel safe at the shelter and that his confidentiality had been violated. In the response, Next Door stated that the individual who was let in to the site was a former client and that security and staff did not realize that his reservation had run out. The site stated that they had reports of similar incidents since they had started operating a Pop-up shelter and instituted a new set of procedures in February in response. These new procedures required Service Coordinators to make rounds every 15 minutes and document their observations. Shelter staff are also required to note any issues that come up during rounds in an Incident Log.

The complainant stated that he was not satisfied with Next Door’s response because he did not believe that Service Coordinators were doing rounds every 15 minutes and that Supervisors were doing rounds once per shift.

To investigate this complaint, Committee staff went to staff stations on each of four floors to examine the 15 minute round logs and incident logs that were being kept by staff. On Floors 2-4, Committee staff were able to verify that 15 minute round logs and incidents logs were being properly used to track Service Coordinator rounds and any unusual incidents. However, Committee staff discovered that that the Service Coordinator from the 1st Floor had left his station and that the 15 minute round logs and incident logs for the 1st Floor sleeping area and found that these logs were not completely filled out, indicating that Service Coordinators were either not filling out the logs properly or that rounds were not being conducted at 15 minute intervals as per shelter policy.

Due to the inconsistent log entries at the 1st Floor and the fact that a Service Coordinator had left
his post during his shift indicate that these new safety protocols are not being enforced throughout the entire shelter. Based on these findings, Committee staff determined that Next Door was not in compliance with Standards 1 and 2 of the Standards of Care. Committee staff recommended that shelter management review the new policy on staff rounds with all Service Coordinators, especially those on the Swing shifts, Graveyard shifts and stationed at the 1st Floor sleeping area. Committee staff also suggested implementing a new peer-review policy where Service Coordinators should verify that the logs from the previous shift have been properly filled out prior to starting their own shift.

Investigation #2, Jazzie’s Place:
In the original complaint, the complainant stated that the site did not provide tokens or laundry services for clients. The complainant also alleged that two shelter employees were unprofessional and did not treat clients with respect: The complainant alleged that the Manager on Duty and Shelter Monitor were extremely rude and unprofessional.

In the response, Jazzie’s Place stated that they do have MUNI tokens available but they frequently run out. In addition, Jazzie’s Place stated that they do not have laundry facilities on site but do have signage posted regarding where clients can go to access free laundry services. The site also stated in their response that the Manager on Duty and the Shelter Monitor were appropriately enforcing shelter rules and denied the allegations of inappropriate behavior.

The complainant stated that he was not satisfied with Jazzie’s Place’s response because he disputed the site’s claim that tokens were available for clients and that signage regarding where to access laundry services was posted. The complainant also stated that he disputed the portion of the site’s response to his allegations of staff misconduct.

Shelter Monitoring Committee staff visited the Jazzie’s Place to determine whether or not the site had MUNI tokens and appropriate signage for laundry services. Committee staff also reviewed staff training records to determine if the Manager on Duty and the Shelter Monitor had attended required annual trainings on customer service and de-escalation.

Committee staff were able to verify the availability of MUNI tokens and signage for laundry services during the investigation at Jazzie’s Place. Committee staff visually verified that MUNI tokens are kept in a cabinet at the 1st floor staff station. In addition, Committee staff also visually verified that signage regarding where clients can access free laundry services is posted on a poster board set up on a table near the entrance. After examining the training records for the Manager on Duty and the Shelter Monitor, Committee staff determined that both had received the mandatory annual trainings on customer service and de-escalation.

Based on these findings, Committee staff determined that Jazzie’s Place was in compliance with Standards 1, 2, 26 and 28.

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.
March Client Complaints

A Woman’s Place Drop In
Complainants: 1
- Complaint submitted: 3/22/16
- Response received: 3/23/16
- The client alleged one of the restrooms had been broken for over 6 months without signage indicating when repairs would be made.

*This complaint is closed due to client satisfaction with the site’s response.*

Bethel AME
Complainants: 1
- Complaint submitted: 3/9/16
- Response received: 3/23/16
- The client alleged that one of the staff uses disrespectful language when speaking to clients.

*This complaint is closed due to client satisfaction with the site’s response.*

Hamilton
Complainants: 1
- Complaint submitted: 3/15/16
- Response received: 3/29/16
- The client alleged that shelter staff were harassing her with questions and disrespectful language.

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

Jazzie’s Place
Complainants: 1
- Complaint submitted: 3/9/16
- Response received: 3/16/16
- The client alleged that shelter staff were rude to clients and that the site was not providing access to laundry services or MUNI tokens.

*The client was not satisfied with the site’s response to his complaint and requested an investigation.*

MSC South
Complainants: 1
- Complaint submitted: 3/14/16
- Response received: 3/29/16 (extension granted)
- The client alleged that he was being unfairly treated by shelter staff and that rules are not being applied equally to all clients.

*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
- Complaint submitted: 3/9/16
- Response received: 3/16/16
- The client alleged that meals being served were not nutritious enough and that kitchen staff were not utilizing hygienic practices when preparing food.

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

Next Door
Complainants: 3
- Complainant #1:
  - Complaint submitted: 3/9/16
  - Response received: 3/17/16
  - The client alleged that he was harassed by someone without a shelter reservation that staff had allowed into the site.

The client was not satisfied with the site’s response to his complaint and requested an investigation.
- Complainant #2:
  - Complaint submitted: 3/9/16
  - Response received: 3/15/16
  - The client alleged that the dining room and bathroom facilities were not being cleaned on a regular basis.

The site responded to the complaint but the case is still pending as we are awaiting the client response.
- Complainant #3:
  - Complaint submitted: 3/11/16
  - Response received: 3/17/16
  - The complainant alleged that shelter staff lost his belongings after bagging them for storage and the site is not willing to give him a reasonable accommodation for a bed change.

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

Providence
Complainants: 1
- Complaint submitted: 3/11/16
- Response received: 3/21/16
- The client alleged that shelter staff spoke to him using disrespectful language and are not equally applying shelter rules regarding the number of possessions clients are allowed to bring into the site.

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

Santa Ana
Complainants: 1
- Complaint submitted: 3/22/16
- Response received: 3/23/16
• The client alleged that shelter staff spoke to him using disrespectful language after he threatened to call the police to report another client harassing him.

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

**United Council**

Complainants: 1

- Complaint submitted: 3/31/16
- Response received: 4/7/16
- The client alleged that a male client grabbed her in a sexual manner.

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

There were a total of 13 site visits conducted in March, which generated six infraction reports. Site visits were completed at Hospitality House, Hamilton Emergency and Hamilton Family shelters, but infraction reports are still pending.

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### Infractions Generated through March Site Visits

**Bethel AME**

- **Site Visit Date:** 3/23/16
- **Date infractions submitted to site:** 3/28/16
- **Response received:** 3/29/16
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
  - No sheets
  - No Language Link

*These infractions are still pending due to insufficient funding for Language Link and a lack of laundry facilities to washing sheets.*

**Compass**

- **Site Visit Date:** 3/23/16
- **Date infractions submitted to site:** 3/18/16
- **Response received:** 3/22/16
The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
  - Hand sanitizer dispensers needed to be refilled

*The site has addressed all infractions noted during the site visit. As a result, this case is now closed.*

**First Friendship**
- **Site Visit Date:** 3/22/16
- **Date infractions submitted to site:** 3/28/16
- **Response received:** 3/29/16

The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
  - No sheets
  - No Language Link
  - No ADA compliant beds
  - Some (mats) were less than 22 inches apart, side by side

*The site has addressed the infractions where mats are less than 22 inches apart but all other infractions are pending due to a lack of funding for Language Link, mats being provided instead of beds and lack of laundering facilities for sheets.*

**Lark Inn**
- **Site Visit Date:** 3/1/16
- **Date infractions submitted to site:** 3/16/16
- **Response received:** 3/24/16

The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
  - Staff not wearing ID badges
  - No sign posted announcing next community meeting
  - Menus not posted in English and Spanish
  - No signage on how to access case management services
  - Women’s restroom needed cleaning (toilet paper on floor)
  - Men’s restroom issues:
    - One clogged toilet
    - Broken ADA shower, just a pipe no shower hose
  - No signage stating when issues will be repaired/status of repairs

*The site has addressed all infractions noted during the site visit. As a result, this case is now closed.*

**MSC South Drop-In**
- **Site Visit Date:** 3/3/16
- **Date infractions submitted to site:** 3/7/16
- **Response received:** 3/24/16

The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
  - Signage not posted in Spanish regarding:
    - Check-in and exit times
    - Hours of operation
    - Shower times
• Case management availability and accessibility

The site has addressed all infractions noted during the site visit. As a result, this case is now closed.

Santa Marta/Maria/Jazzie’s Place

- Site Visit Date: 3/22/16
- Date infractions submitted to site: 4/4/16
- Response received: 4/6/16
- The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions:
  - Menus not posted in English or Spanish
  - No signage posted telling clients where to access TTY
  - Last emergency drill not within 30 days

The site has addressed all infractions noted during the site visit. As a result, this case is now closed.

Vacancies

The Committee currently has eleven members; seven members are required to reach and maintain quorum. It is essential that you contact the Chair and staff immediately if you do not think you will be able to make the next scheduled meeting. Please refer to the schedule of meetings at the end of this report.

There are currently two vacancies on the Committee. Please reach out to the community and encourage people to apply. The Committee continues to need bilingual Spanish speaking members.

Board of Supervisor appointments

* Seat 1-Must be homeless or formerly homeless within the 3 years period to appointment and living with their homeless child under age 18 – Appointment pending

* Seat 3- Must have experience providing direct services to the homeless through a community setting.

Interested persons can also contact Committee staff, Jeff Simbe at 415-255-3647 who can assist applicants through application process.

2016 Meeting Calendar

May 18
June 15
July 20
August 17
September 21
October 19
November 16
December 21
Presentations for future SMC Meetings
May – Dolores Street Community Services
June - Hamilton

Please contact staff if you have any suggestions for presenters.

Trainings

There were no Standards of Care trainings completed in the month of March.