MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: April 14, 2017
RE: March 2017 SOC Staff Report

Standards of Care Staff Report

March Client Complaints

There were a total of thirty-two complaints submitted to the Shelter Monitoring Committee by fifteen unduplicated clients in March 2017. Of those thirty-two total complaints, two received responses that satisfied the client. Sites have responded to the other thirty 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.

Bethel AME
- Client #1
- Complaint submitted: 3/1/17
- Response received: 3/31/17
- Alleged SOC Violations:
  - Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies…
  - The complainant alleged that shelter staff did not follow shelter procedures when they denied her services from the shelter.
  - In the response, Bethel AME stated that the client was not denied services from the shelter and that staff had only explained to her that she was breaking a shelter rule.

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

Hamilton Emergency Shelter
- Client #1
- Complaint submitted: 3/23/17
- Response received: 3/29/17
- Alleged SOC Violations:
  - Standard 2: Provide shelter services in an environment that is is free from physical violence…
The complainant alleged that there is a client who bullies and harasses other shelter clients and that shelter staff have not done anything to stop her behavior.

In the response, Hamilton Emergency stated that the complainant and the other client were seen arguing with each other and both were written up for using disrespectful language and asked to sign a violence prevention agreement.

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: 3/8/17
- Response received: 4/11/17
- Alleged SOC Violations:
  - **Standard 1**: Treat all clients equally, with respect and dignity, including in the application of shelter policies...
  - The complainant alleged that shelter staff woke up shelter clients one morning and told them to leave the facility before the shelter officially closed.
  - The response states that there was a disagreement that day about whether the complainant’s cell phone or the staff person’s cell phone was showing the accurate time, so both parties agreed to use the time on the shelter clock.

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

**MSC South**

- Client #1
- Complaint submitted: 3/28/17
- Response received: 4/5/17
- Alleged SOC Violations:
  - **Standard 1**: Treat all clients equally, with respect and dignity, including in the application of shelter policies...
  - The complainant alleged that after he was denied services from the site, shelter staff wouldn’t allow him to take his belongings with him.
  - MSC South stated in the response that the complainant was given multiple chances to collect his property and that he was only asked to leave the site after he began destroying shelter property and threatening staff and other shelter clients.

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

**Next Door**

- Client #1
- Complaint submitted: 3/24/17
- Response received: 4/5/17
- Alleged SOC Violations:
  - **Standard 3**: ...hire janitorial staff to clean shelters on a daily basis
  - The complainant alleged janitorial staff are not consistently cleaning women’s restrooms and that the amount of trash left in certain shower stalls makes them unusable.
  - In the response, Next Door stated that restrooms are cleaned twice a day and provided a copy of the cleaning schedule. Next Door also stated that they reviewed the cleaning schedule with facilities staff.

Pending – Site has responded to this complaint but it is still open pending a response from the client
Client #2, Complaint #1:
- Complaint submitted: 3/20/17
- Response received: 3/24/17

Alleged SOC Violations:
- **Standard 1**: Treat all clients equally, with respect and dignity…
- **Standard 8**: Provide…reasonable modifications to shelter policies…

The complainant alleged that it had been over a month since she had submitted an ADA accommodation request and shelter staff had yet to respond. The complainant also alleged that she was written up for having excess property even though her need for the property was part of her ADA accommodation request.

In the response, Next Door apologized to the complainant for taking so long to review the complainant’s ADA accommodation request and stated that they would be approving the request.

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

Client #2, Complaint #2:
- Complaint submitted: 3/23/17
- Response received: 3/24/17

Alleged SOC Violations:
- **Standard 3**: Provide…at least one bath sized towel to clients…toilet paper in each stall…

The complainant alleged that there has been a shortage of towels and toilet paper at Next Door.

In the response, Next Door stated that the Facilities department had been short staffed due to illness and that they would be using other staff to distribute towels and restroom supplies.

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

Client #2, Complaint #3:
- Complaint submitted: 3/30/17
- Response received: 3/31/17

Alleged SOC Violations:
- **Standard 1**: Treat all clients equally, with respect and dignity…

The complainant alleged that shelter staff were unprofessional and attempted to prevent her from speaking to a supervisor. The complainant also alleged that one employee wouldn’t identify himself and that another employee wrote her up in retaliation for her previous complaints.

In the response, Next Door stated that the complainant was written up for being disruptive and disrespectful to shelter staff. The response also stated that they were not retaliating against her and that that shelter management met with the complainant to hear her concerns.

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

Client #3:
- Complaint submitted: 3/24/17
- Response received: 3/31/17

Alleged SOC Violations:
- **Standard 1**: Treat all clients equally, with respect and dignity…
- **Standard 3**: …hire janitorial staff to clean shelters on a daily basis…
- **Standard 15**: Provide shelter clients with…secure property storage…

The complainant alleged that the women’s restrooms and sleeping areas need additional cleaning, that both shelter clients and staff have made discriminatory comments towards her and that staff will steal from client lockers.
In the response, Next Door stated that they would review cleaning duties with staff and remind them to treat clients with respect. The response also stated that staff cannot open client lockers because clients provide their own personal locks.

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

- Client #4, Complaint #1:
  - Complaint submitted: 3/9/17
  - Response received: 3/14/17
  - Alleged SOC Violations:
    - Standard 1: Treat all clients equally…including in the application of shelter policies
    - The complainant alleged that she was talking to friends outside of Next Door when staff told her that she would have her reservation taken away from Sanctuary if she continued to loiter.
    - In the response, Next Door denied the allegations and stated that the site has an existing “good neighbor policy” which states that they will not allow loitering in front of the site and/or blocking of the sidewalk and that they thanked the complainant for her cooperation.

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

- Client #4, Complaint #2:
  - Complaint submitted: 3/9/17
  - Response received: 3/14/17
  - Alleged SOC Violations:
    - Standard 2: Provide shelter services in an environment that is safe…
    - Standard 3: Provide…at least one bath-size towel…
    - Standard 17: Note in writing and post in common areas…when a maintenance problem will be repaired and note the status of the repairs
    - The complainant alleged that shelter staff sleep at night while wearing headphones. The complainant also alleged that there is a towel shortage and that a toilet was broken for two weeks.
    - In the response, Next Door stated they spoke to overnight staff and reminded them that headphones and sleeping were prohibited while on-duty. The response also stated that facilities staff and service coordinators verified that toilet repairs were completed in two days and encouraged the complainant to speak to a Supervisor if she ever needed a towel.

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

- Client #5, Complaint #1:
  - Complaint submitted: 3/17/17
  - Response received: 3/24/17
  - Alleged SOC Violations:
    - Standard 3: …clean shelters on a daily basis…
    - The complainant alleged that the shelter sleeping areas are not being cleaned daily.
    - In the response, Next Door stated that facilities staff do sweep and mop bed areas every day but that they don’t pick up or move client property. The response also stated that the client currently had excessive property that doesn’t allow staff to sweep/clean near her bed.

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

- Client #5, Complaint #2:
  - Complaint submitted: 3/20/17
  - Response received: 3/24/17
• Alleged SOC Violations:
  o **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies…
• The complainant alleged that a shelter employee was rude and unprofessional.
• In the response, the site stated that the employee denied being rude to the complainant and explained that she was de-escalating an argument between the complainant and another client.
  Pending – Site has responded to this complaint but it is still open pending a response from the client

• Client #5, Complaint #3:
  • Complaint submitted: 3/20/17
  • Response received: 3/24/17
  • Alleged SOC Violations:
    o **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies…
  • The complainant alleged that shelter staff were tried to move her to another bed after she reported that she was having a conflict with another client.
  • The response states that the site offered to move the complainant to a different bed because they had received several complaints about the complainant being abusive to other clients.
  Pending – Site has responded to this complaint but it is still open pending a response from the client

• Client #5, Complaint #4:
  • Complaint submitted: 3/29/17
  • Response received: 3/31/17
  • Alleged SOC Violations:
    o **Standard 2:** Provide shelter services in an environment that is safe…
  • The complainant alleged two clients staying at Next Door have been making verbal threats towards her.
  • In the response, the site stated that they spoke to the two other clients and both denied making any threats towards the complainant. The response also stated that both clients agreed to avoid the complainant as to avoid any further conflict.
  Pending – Site has responded to this complaint but it is still open pending a response from the client

• Client #6, Complaint #1:
  • Complaint submitted: 3/21/17
  • Response received: 3/24/17
  • Alleged SOC Violations:
    o **Standard 1:** Treat all clients equally, with respect and dignity, including in the application of shelter policies…
    o **Standard 2:** Provide shelter services in an environment that is safe…
  • The complainant alleged that shelter staff are unprofessional, rude and do not de-escalate conflicts between the complainant and other clients.
  • The response states that shelter staff have been involved in de-escalating arguments between the complainant and other clients but that they could not tell who the aggressor was. The response also denied that staff were acting unprofessionally towards the complainant.
  Pending – Site has responded to this complaint but it is still open pending a response from the client

• Client #6, Complaint #2:
  • Complaint submitted: 3/31/17
• Response received: 4/5/17
• Alleged SOC Violations:
  o Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies…
  The complainant alleged that she was unfairly written up for sleeping in an unauthorized area even though she wasn’t sleeping.
  In the response, shelter management stated that the complainant has been found sleeping in unauthorized areas multiple times, which resulted in the complainant being denied services.

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

• Client #7
• Complaint submitted: 3/10/17
• Response received: 3/17/17
• Alleged SOC Violations:
  o Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies…
  The complainant states that the site dropped her bed even though she had been hospitalized and had documentation to prove that she was at the hospital.
  In the response, shelter management stated that they were sorry that the complainant’s reservation was cancelled but that the site had to adhere to HSH policy regarding how long beds could be held before they must be dropped.

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

• Client #8, Complaint #1:
• Complaint submitted: 3/2/17
• Response received: 3/14/17
• Alleged SOC Violations:
  o Standard 17: Note in writing and post in common area…when a maintenance problem will be repaired…
  The complainant alleged that a urinal has been broken for over a month and that a toilet has been clogged for two weeks.
  In the response, the site stated that they unplugged the toilet and that repairs had been scheduled.

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

• Client #8, Complaint #2:
• Complaint submitted: 3/6/17
• Response received: 3/14/17
• Alleged SOC Violations:
  o Standard 2: Provide shelter services in an environment that is and free from physical violence…
  The complainant alleged that certain shelter staff sleep while on duty.
  In the response, the site stated management reminded staff to ask supervisors for breaks so that they don’t close their eyes while on duty.

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

• Client #8, Complaint #3:
• Complaint submitted: 3/6/17
• Response received: 3/14/17
• Alleged SOC Violations:
  o **Standard 3**: Provide...at least one bath size towel to shelter clients...
• The complainant alleged that there was a shortage of bath towels at the site.
• In the response, the site asked the complainant to notify a supervisor any time there is a towel shortage so they can ensure that he is given a towel.

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

• Client #8, Complaint #4:
  • Complaint submitted: 3/9/17
  • Response received: 3/16/17
  • Alleged SOC Violations:
    o **Standard 3**: ...clean shelter on a daily basis...
    o **Standard 23**: Ensure that each shelter has an emergency disaster plan...
  • The complainant alleged that emergency exits at the shelter were blocked, that a urinal has been broken for over 40 days and that staff are not cleaning up messes in a timely manner.
  • In the response, the site stated that shelter supervisors conducted a walk-through and that they did not see any messes that weren’t cleaned up or any emergency exits that were blocked. The response also stated that the urinal had been repaired.

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

• Client #8, Complaint #5:
  • Complaint submitted: 3/14/17
  • Response received: 3/15/17
  • Alleged SOC Violations:
    o **Standard 3**: ...clean showers on a daily basis...
    o **Standard 17**: Note in writing...when a maintenance problem will be repaired...
  • The complainant alleged that one ADA shower and one ADA toilet stall are not working and that there are some sinks that do not drain properly.
  • In the response, the site stated that clients will cut their hair in the sink which can clog the drains but that all sinks were currently working. The response also stated that ADA shower and toilet were in good working order.

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

• Client #8, Complaint #6:
  • Complaint submitted: 3/6/17
  • Response received: 3/14/17
  • Alleged SOC Violations:
    o **Standard 3**: ...clean shelters on a daily basis
  • The complainant alleged that the 1st floor restroom facilities are not in good working condition and that the walls behind garbage cans were very dirty.
  • In the response, the site stated that they inspected the restroom facilities and found that everything was in working condition. The response also stated that facilities staff had been notified to clean behind the garbage cans.

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

• Client #8, Complaint #7:
  • Complaint submitted: 3/22/17
  • Response received: 3/24/17
• Alleged SOC Violations:
  o Standard 2: Provide shelter services in an environment that is safe…
• The complainant alleged that another client has been sexually harassing him and that the harassment continued even after shelter staff spoke to the other client.
• In the response, the site stated that shelter staff spoke to the other client who denied sexually harassing the complainant but agreed to avoid the complainant to prevent future misunderstandings.

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

• Client #8, Complaint #8:
  • Complaint submitted: 3/22/17
  • Response received: 3/24/17
  • Alleged SOC Violations:
    o Standard 3: …clean shelter on a daily basis…
    o Standard 17: Note in writing…when a maintenance problem will be repaired…
• The complainant alleged that the men’s restrooms were not maintained in working condition and that there were holes in the walls and in one window on the 1st floor.
• In the response, the site stated they made repairs to the restrooms and that the holes in the walls and in the window were scheduled to be patched up.

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

• Client #8, Complaint #9:
  • Complaint submitted: 3/27/17
  • Response received: 4/5/17
  • Alleged SOC Violations:
    o Standard 2: Provide shelter services in an environment that is safe…
    o Standard 3: …clean shelter on a daily basis…
    o Standard 17: Note in writing…when a maintenance problem will be repaired…
• The complainant alleged that there are no staff on duty in the men’s sleeping area at least once a week, that the shelter needed additional cleaning and that there were various facilities issues that needed to be repaired.
• In the response, the site stated they had scheduled facility repairs and cleaned the shelter areas listed in the complaint. The response also stated that supervisors conducted rounds at various times and verified that service coordinators were on duty.

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

• Client #8, Complaint #10:
  • Complaint submitted: 3/6/17
  • Response received: 3/14/17
  • Alleged SOC Violations:
    o Standard 2: Provide shelter services in an environment that is safe…
• The complainant alleged that there is another client at Next Door who has a power drill that can be used as a weapon.
• In the response, the site stated the power drill is an arts and crafts tool which the shelter does not consider to be a weapon. The response also stated that they met with the client, who assured them that the tool was for art work only.

Pending – Site has responded to this complaint but it is still open pending a response from the client
- Client #9
  - Complaint submitted: 3/28/17
  - Response received: 3/31/17
  - Alleged SOC Violations:
    - Standard 1: Treat clients equally, with respect and dignity…
    - The complainant alleged that shelter staff tried to kick him out of his bed so it could be given to another client and that a shelter employee stole his property.
    - In the response, the site apologized because a technical issue in the computer system did not update shelter records to show that the complainant had checked in. The response also stated that staff were reminded of the importance of treating clients professionally and with respect.

  Closed – Complaint was closed due to client satisfaction with the site’s response

**Sanctuary**

- Client #1:
  - Complaint submitted: 3/7/17
  - Response received: 3/14/17
  - Alleged SOC Violations:
    - Standard 3: …clean shelters on a daily basis
    - The complainant alleged that there are mice and rats at the site.
    - In the response, the site stated that the pest control company was asked to place more traps in addition to monthly treatments. The response also stated that staff are going through the building to make sure openings are sealed properly to prevent pests from coming in.

  Closed – Complaint was closed due to client satisfaction with the site’s response

- Client #2:
  - Complaint submitted: 3/28/17
  - Response received: 3/31/17
  - Alleged SOC Violations:
    - Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies…
    - Standard 15: Provide shelter clients with…secure property storage…
    - The complainant alleged that he was unfairly denied services from the site for having a box cutter even though he tried to check it in with staff.
    - In the response, the site stated that the complainant was caught with the box cutter and was denied services for having a weapon with him while staying at the site. The response stated that the complainant never attempted to check in the box cutter.

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

**St. Joseph’s**

- Client #2:
  - Complaint submitted: 3/6/17
  - Response received: 4/12/17
  - Alleged SOC Violations:
    - Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies…
    - The complainant alleged that a shelter employee is picking on him and writing him up for making excessive noise when other clients don’t get written up for making just as much noise.
- In the response, the site stated that they wrote up the complainant for making excess noise after they received complaints from multiple other clients. The response also stated that management met with the complainant and agreed to talk to other clients about maintaining a quiet shelter environment.

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

**March Client Complaints by Standard**

<table>
<thead>
<tr>
<th>Standard of Care</th>
<th>Number of complaints alleging violations of this Standard</th>
<th>Number of sites receiving complaints about this Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies…</td>
<td>16</td>
<td>6</td>
</tr>
<tr>
<td>Standard 2: Provide shelter services in an environment that is safe…</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Standard 3: …hire janitorial staff to clean shelters on a daily basis</td>
<td>12</td>
<td>2</td>
</tr>
<tr>
<td>Standard 8: Provide…reasonable modifications to shelter policies…</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Standard 15: Provide shelter clients with…secure property storage…</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Standard 17: Note in writing…when a maintenance problem will be repaired…</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Standard 23: Ensure that each shelter has an emergency disaster plan…</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

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

There were two investigations conducted in the month of March: One at Bethel AME and the other at MSC South:

Bethel AME
Investigation Date: 3/15/17
Alleged SOC violation:
• Standard 1) Treat clients equally, with respect and dignity…

Summary: In the original complaint, the complainant alleged that shelter staff have inappropriate conversations where they make disrespectful comments about shelter clients. In the response, Bethel AME denied the allegations that staff had inappropriate conversations about shelter clients and that staff were trying to bully or intimidate clients. The complainant requested an investigation into her complaint because she disagreed with the portion of the site response that states that staff are not speaking to/speaking about clients using disrespectful language.

Findings:
Committee staff made an unannounced visit to Bethel AME and surveyed clients about staff. 9 clients were asked if they had heard staff talking to/talking about clients using disrespectful language.

Survey results:
• Yes responses: 5 clients
• No responses: 4 clients

Because survey responses were split, Committee staff were unable to determine if Bethel AME was in compliance with Standard 1. Staff recommended that Bethel AME remind all staff to be professional when working with clients and to only speak to/speak about clients using respectful language.

MSC South
Investigation Date: 3/16/17
Alleged SOC violation:
• Standard 15) Provide…secure property storage on site…

Complaint Summary: The complainant alleged that staff at MSC threw out his property while he was staying at the hospital even though staff knew that he had been admitted to the hospital. In the response, MSC South stated that shelter staff were adhering to their property storage policies when they discarded the complainant’s property. The response stated that staff told the complainant prior to his hospital stay that the site’s property storage policy is to hold client property for a maximum 72 hours before it would be discarded. The complainant requested an investigation into his complaint because he disputed the portion of the site’s response saying that MSC South was providing secure property storage for shelter clients.

Findings: Committee staff made an unannounced visit to MSC South and inspected the site’s property storage room and the property storage log. Committee staff verified the accuracy of property storage records by randomly selecting records for four clients and locating their property inside the room. Based on these findings, Committee staff determined that the site was in compliance with Standard 15.
## Total Client Complaints FY 2016-2017

<table>
<thead>
<tr>
<th>Site</th>
<th>Site Capacity</th>
<th>7/16</th>
<th>8/16</th>
<th>9/16</th>
<th>10/16</th>
<th>11/16</th>
<th>12/16</th>
<th>1/17</th>
<th>2/17</th>
<th>3/17</th>
<th>Total (16-17 FY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Woman’s Place</td>
<td>11 mats</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>A Woman’s Place Drop In Center</td>
<td>63 chairs</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>Bethel AME</td>
<td>30 mats</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>Compass</td>
<td>22 families</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>First Friendship Family</td>
<td>25 families</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Hamilton Emergency</td>
<td>46 beds, 8 cribs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Hamilton Family</td>
<td>27 families</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Hospitality House</td>
<td>30 beds/mats</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>Interfaith Winter Shelter</td>
<td>60-100 mats depending on the site</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Jazzie’s Place</td>
<td>24 beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>Lark Inn</td>
<td>40 beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Mission Neighborhood Resource Ctr.</td>
<td>70 chairs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MSC South Shelter</td>
<td>340 beds</td>
<td>3</td>
<td>5</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>17</td>
</tr>
<tr>
<td>MSC South Drop In Center</td>
<td>75 chairs</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>Next Door</td>
<td>334 beds</td>
<td>8</td>
<td>9</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>7</td>
<td>7</td>
<td>16</td>
<td>25</td>
<td>96</td>
</tr>
<tr>
<td>Providence</td>
<td>110 mats</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Sanctuary</td>
<td>200 beds</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>Santa Ana</td>
<td>28 beds</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Santa Marta/Maria</td>
<td>56 beds</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>St. Joseph’s</td>
<td>10 families</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>United Council</td>
<td>48 chairs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>Single adult: 1203 beds/mats</strong></td>
<td><strong>Interfaith: 60-100 mats</strong></td>
<td><strong>Resource Centers: 256 chairs</strong></td>
<td><strong>Family: 84 family rooms, 46 beds and 8 cribs</strong></td>
<td><strong>12</strong></td>
<td><strong>26</strong></td>
<td><strong>14</strong></td>
<td><strong>10</strong></td>
<td><strong>17</strong></td>
<td><strong>18</strong></td>
<td><strong>14</strong></td>
</tr>
</tbody>
</table>
March Unannounced Site Visits

The Committee completed fourteen unannounced site visits in March. Four shelters were not cited for any Standard of Care infractions, the infractions for the other ten shelters are listed below:

**Bethel AME**
Site visit date: 3/7/17
Infractions submitted to site: 3/21/17
Site responded: 4/5/17

**SOC infractions:**
- Standard 3: One soap dispenser and one paper towel dispenser in women’s restroom are broken – Resolved
- Standard 12: No pillows, pillowcases or sheets provided to clients – Ongoing issue related to the laundering of linens at emergency shelters, site provides extra blankets for clients
- Standard 17: No signage posted noting bathroom issues and when they would be repaired – Resolved
- Standard 21: No Language Link – Ongoing due to lack of funding, site developed own “Language Tree” which includes translation services for Chinese, Spanish and Tagalog

**First Friendship**
Site visit date: 3/14/17
Infractions submitted to site: 3/30/17
Site responded: 3/31/17

**SOC infractions:**
- Standard 12: No sheets, pillows, pillowcases - Ongoing issue related to the laundering of linens at emergency shelters, site provides extra blankets for clients
- Standard 21: No Language Link – Ongoing due to lack of funding, site developed own “Language Tree” which includes translation services for Cantonese, Mandarin, Spanish and Tagalog
- Standard 30: Out of protective gowns – Resolved

**Hospitality House**
Site visit date: 3/2/17
Infractions submitted to site: 3/15/17
Site responded: 3/22/17

**SOC infractions:**
- Standard 23: More than one month since last emergency drill – Resolved

**Interfaith Winter Shelter (Canon Kip Senior Center)**
Site visit date: 3/23/17
Infractions submitted to site: 3/29/17
Site responded: Pending

**SOC infractions:**
- Standard 4: No incontinence supplies
- Standard 8: No signage for breakfast meal time
- Standard 12: 2 sheets not provided to every client
- Standard 25: Not all staff wearing ID badge

**Mission Neighborhood Resource Center**
Site visit date: 3/28/17
Infractions submitted to site: 4/3/17
Site responded: 4/10/17

**SOC infractions:**
- Standard 3: No paper towels in Men’s restroom – **Resolved**

**MSC South**
Site visit date: 3/9/17
Infractions submitted to site: 3/21/17
Site responded: 3/28/17

**SOC infractions:**
- Standard 3: One vent needed cleaning in Women’s World – **Resolved**
- Standard 12: No pillowcases provided to clients – **Resolved**

**Providence**
Site visit date: 3/29/17
Infractions submitted to site: 4/4/17
Site responded: 4/5/17

**SOC infractions:**
- Standard 12: No sheets, pillows, pillowcases - **Ongoing issue related to the laundering of linens at emergency shelters, site provides extra blankets for clients**
- Standard 21: No Language Link – **Ongoing due to lack of funding, site developed own “Language Tree” which includes translation services for Cantonese, Mandarin, Spanish and Tagalog**

**Santa Marta/Maria**
Site visit date: 3/21/17
Infractions submitted to site: 3/30/17
Site responded: 4/10/17

**SOC infractions:**
- Standard 3: One ADA showerhead holder broken (Santa Maria) – **Resolved**
- Standard 17: No signage posted noting broken showerhead holder and status of repairs – **Resolved**

**St. Joseph’s**
Site visit date: 3/21/17
Infractions submitted to site: 4/13/17
Site responded: Pending

**SOC infractions:**
- Standard 22: No bilingual English/Spanish speaking staff on duty
- Standard 23: More than one month since last Emergency Drill

**United Council**  
Site visit date: 3/15/17  
Infractions submitted to site: 4/4/17  
Site responded: 4/14/17

**SOC infractions:**
- Standard 3: No paper towels or hand dryer in one restroom; Upstairs hand sanitizer dispenser needed to be refilled – **Resolved**
- Standard 8: No reasonable accommodation forms available in English and Spanish (forms were locked in office where staff had no access) – **Resolved**
- Standard 18: No TTY available or signage posted telling clients where they can access TTY – **Resolved**
- Standard 20: Not all shelter materials printed in English/Spanish – **Resolved**
- Standard 21: No Language Link or other professional translation service – **Ongoing due to lack of funding**
- Standard 22: No bilingual English/Spanish speaking staff on duty – **Resolved**
- Standard 25: ID badges not worn by all staff – **Resolved**
- Standard 30: No protective masks – **Resolved**
### FY2016-2017 Unannounced Site Visit Tally

<table>
<thead>
<tr>
<th>Site</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Total (16-17 FY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Woman’s Place Drop In Center</td>
<td>July 2016</td>
<td>Oct. 2016</td>
<td>Jan. 2017</td>
<td>3</td>
</tr>
<tr>
<td>Interfaith Winter Shelter* seasonal shelter open during winter months</td>
<td>*Closed</td>
<td>Dec. 2016</td>
<td>March 2017</td>
<td>2</td>
</tr>
<tr>
<td>MSC South Shelter</td>
<td>Aug. 2016</td>
<td>Nov. 2016</td>
<td>March 2017</td>
<td>3</td>
</tr>
<tr>
<td>Santa Marta/Maria</td>
<td>Sept. 2016</td>
<td>Dec. 2016</td>
<td>March 2017</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>20</td>
<td>21</td>
<td>21</td>
<td>62</td>
</tr>
<tr>
<td><strong>Assigned</strong></td>
<td>20</td>
<td>21</td>
<td>21</td>
<td>82</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100% compliance for Q1 FY16-17</td>
<td>100% compliance for Q2 FY16-17</td>
<td>100% compliance for Q3 FY16-17</td>
<td>75% compliance for FY16-17 (through March only)</td>
</tr>
</tbody>
</table>

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

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

Hamilton Emergency Shelter Client Survey Results
Number of clients surveyed: 8

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Doesn’t Apply</th>
<th>Never</th>
<th>Sometimes</th>
<th>Often</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you feel safe at this shelter?</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Does staff treat you with respect and speak to you in a professional manner?</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Does staff de-escalate arguments and help to break up verbal fights between clients?</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Is the sleeping area quiet at night?</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Do the meals provided here meet your needs?</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Doesn’t Apply</th>
<th>One Night</th>
<th>Less than a month</th>
<th>More than a month</th>
<th>More than 90 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>How long have you been at this shelter?</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>0</td>
</tr>
</tbody>
</table>

Hamilton Family Shelter Client Survey Results
Number of clients surveyed: 15

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Doesn’t Apply</th>
<th>Never</th>
<th>Sometimes</th>
<th>Often</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you feel safe at this shelter?</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>Does staff treat you with respect and speak to you in a professional manner?</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>Does staff de-escalate arguments and help to break up verbal fights between clients?</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Is the sleeping area quiet at night?</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>Do the meals provided here meet your needs?</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>6</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Doesn’t Apply</th>
<th>One Night</th>
<th>Less than a month</th>
<th>More than a month</th>
<th>More than 90 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>How long have you been at this shelter?</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>2</td>
<td>7</td>
</tr>
</tbody>
</table>
## FY2016-2017 Announced Site Visit Tally

<table>
<thead>
<tr>
<th>Site</th>
<th>Announced Visit #1</th>
<th>Announced Visit #2</th>
<th>Total (16-17 FY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Woman’s Place</td>
<td>Oct. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>A Woman's Place Drop In Center</td>
<td>-</td>
<td>-</td>
<td>0</td>
</tr>
<tr>
<td>Bethel AME</td>
<td>Nov. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Compass</td>
<td>Oct. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>First Friendship Family</td>
<td>Dec. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Hamilton Family</td>
<td>Jan. 2017</td>
<td>March 2017</td>
<td>2</td>
</tr>
<tr>
<td>Hospitality House</td>
<td>Dec. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Interfaith Winter Shelter* seasonal shelter open during winter months</td>
<td>Feb. 2017</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Jazze’s Place</td>
<td>Dec. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Lark Inn</td>
<td>Dec. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Mission Neighborhood Resource Ctr.</td>
<td>Dec. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>MSC South Shelter</td>
<td>Nov. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>MSC South Drop In Center</td>
<td>Dec. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Next Door</td>
<td>Nov. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Providence</td>
<td>Nov. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Sanctuary</td>
<td>Oct. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Santa Ana</td>
<td>Nov. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Santa Marta/Maria</td>
<td>Dec. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>St. Joseph’s</td>
<td>Nov. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>United Council</td>
<td>Nov. 2016</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>20</td>
</tr>
</tbody>
</table>

The Shelter Monitoring Committee is required to complete two announced visits to each site on an annual basis in order to survey and interview clients.

### Committee Membership and Staff Update

#### Staff Update
Howard will be out of the office from 4/27/17 – 5/2/17

### 2017 Meeting Calendar
- May 17
- June 21
- July 19
- August 16
- September 20
- October 18
- November 15
- December 20