



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: June 17, 2015
RE: May 2015 SOC and Staff Report

Standards of Care Report

Overview of Complaints

There were a total of twenty complaints in May 2015. Fourteen individual clients filed complaints along with six Committee generated complaints through site inspections this month.

Investigations

There were no investigations for the month of May.

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.*

Client Complaints

A Woman's Place

Complainants: 1

Type of Complainant: Client

- The client alleged that staff did not allow a building inspector inside the building, were ignoring a variety of facility issues including the presence of bed bugs and were automatically DOSing clients instead of attempting to resolve conflicts.

This case is still open as the site has yet to respond to the complaint.

A Woman's Place Drop-In

Complainants: 1

Type of Complainant: Client

- The clients made allegations that staff were harassing them, asking illegal questions about their disability status and failing to enforce shower policies.

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

Hospitality House

Complainants: 1

Type of Complainant: Client

- The client alleged that shelter staff are denying him a reasonable accommodation to let him use personal linens and giving away the bed reserved for him by CHANGES.

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

MSC South Shelter

Complainants: 2

Type of Complainant: Client

- The clients claim that staff use threatening and harassing language when speaking them and that they were unfairly DOS'd and were not provided proper paperwork.

This case is still open as the site has yet to respond to the complaint.

- One client claims that staff were harassing his sister, were not giving him late passes even though he had proof that he was staying out late due to work and that he had witnessed clients assaulting other clients.

This case is still open as the site has yet to respond to the complaint.

MSC South Drop-in

Complainants: 1

Type of Complainant: Client

- The client alleges that he made a reasonable accommodation request for a chair while he was waiting to enter the drop-in center and provided a doctor's note as documentation of his need for a chair. The client states that staff lost his note and were unwilling to provide him with a chair.

The site provided the client with a chair, satisfying the client's concerns. This case is now closed.

Next Door

Complainants: 5

Type of Complainant: Client

- One client alleges that staff member use rude language when addressing clients, was unfairly written up for making too much noise when she was not making any noise and is being retaliated against by staff because of a previous complaint.

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

- One client alleges that a member of the kitchen staff was very rude and refused to bring food to her in spite of the fact that she has a physical disability.

The site responded to the complaint by admitting the employee did not act within standards of treatment. The employee was given additional training and the client was told to bring any future incidents to the attention of the Chefs Kitchen Manager. The response from the site satisfied the client and the case is now closed.

- One client alleges that he was called a slur by another client and staff did not do anything about the harassment.

This case is still open as the site has yet to respond to the complaint.

- One client alleges that a staff member is verbally and physically harassing her.

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

- One client alleges that he was attacked in the bathroom by another client. When the attacked client reported the incident to shelter staff, he was told that nothing could be done because there were no staff witnesses of the attack.

The site responded to the complaint and completed an investigation which resulted in the attackers being DOS'd from the facility. The client is satisfied with the response and the case is closed.

Providence

Complainants: 1

Type of Complainant: Client

- A client alleges that after winning a DOS appeal, staff have been harassing him and have been making false accusations against him in order to DOS him again.

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

Sanctuary

Complainants: 1

Type of Complainant: Client

- A client alleges that he was denied a bath towel due to his sexual orientation and that a female client climbed into his bed without his consent. The client states that staff did not take any action when he reported the second incident.

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

United Council – Mother Browns

Complainants: 1

Type of Complainant: Client

- A client alleges that he was denied the use of an elevator even though he clearly has health problems and requires a cane to walk.

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

Site Visit Violations

First Friendship

Complainants: 1

Type of Complainant: Committee

- During a site inspection, Committee members noted that no sheets were provided to clients and there were no ADA compliant toilets/showers/sinks in the men's and women's bathrooms.

Note: This site does not have sheets and ADA bathrooms because it is an emergency shelter. The site has addressed the other violations and the case is now closed.

Interfaith Bethel AME

Complainants: 1

Type of Complainant: Committee

- During a site inspection, Committee members noted that there was no AED on site, no sheets and pillowcases provided, no ADA compliant bathroom facilities, no menus posted in English and Spanish and community meeting signage was only available in English.

Interfaith Bethel AME responded to the complaint by providing proof that they are awaiting an AED to be shipped to them from HSA and by taking steps to make sure menus and community meeting signage will be available in English and Spanish. As an emergency shelter they are not funded to provide sheets/pillows/pillowcases. As a result of these steps, the violations noted in the complaint have been resolved.

Lark Inn

Complainants: 1

Type of Complainant: Committee

- During a site inspection, Committee members noted that there was no bilingual staff on duty.

Lark Inn responded by informing the Committee that their bilingual counselor returned from vacation on 5/13/2015 and they have hired a bilingual case manager who started on 5/3/2015, resolving the issue noted during the site inspection.

Providence

Complainants: 1

Type of Complainant: Committee

- During a site inspection, Committee members noted that there were no paper towels or toilet paper in the men's restroom, some staff were not wearing ID badges, no Language Link was available and bed sheets/pillowcases were not given out.

Note: This site does not provide sheets, but provides two blankets instead. Pillows are built into mattresses so pillowcases are not required. This case is still open as the site has yet to respond to the complaint.

Santa Ana

Complainants: 1

Type of Complainant: Committee

- During a site inspection, Committee members noted that there were no tokens available and that "No Smoking" signs were not posted in English/Spanish inside the facility

The site responded to the complaint by putting up "No Smoking" signs and receiving additional tokens from HSA, resolving the violations noted during the site visit. As a result, this case is now closed.

United Council – Mother Browns

Complainants: 1

Type of Complainant: Committee

- During a site inspection, Committee members noted that the first aid kit needed antibiotic ointment, hand sanitizer dispensers were empty, signage for case management availability was only posted in English and there was no Language Link available.

This case is still open as the site has yet to respond to the complaint.

Table: Total Complaints for FY 2014-2015

| Site | 7/14 | 8/14 | 9/14 | 10/14 | 11/14 | 12/14 | 1/15 | 2/15 | 3/15 | 4/15 | 5/15 | Total |
|------------------------------------|-----------|-----------|----------|-----------|-----------|----------|----------|----------|-----------|-----------|-----------|------------|
| A Woman's Place | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 2 |
| A Woman's Place Drop In Center | 2 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 9 |
| Compass | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| First Friendship Family | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 3 |
| Hamilton Family & Emergency | 0 | 2 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 6 |
| Hospitality House | 1 | 0 | 0 | 0 | 4 | 1 | 0 | 0 | 0 | 1 | 1 | 8 |
| Interfaith Winter Shelter | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Interfaith Bethel AME | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 1 | 4 |
| Lark Inn | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 3 |
| Mission Neighborhood Resource Ctr. | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 5 |
| MSC South Shelter | 2 | 0 | 0 | 3 | 2 | 1 | 0 | 1 | 2 | 4 | 2 | 17 |
| MSC Drop In Center | 0 | 1 | 0 | 1 | 0 | 0 | 2 | 0 | 1 | 0 | 1 | 6 |
| Next Door | 2 | 5 | 3 | 2 | 5 | 2 | 3 | 2 | 3 | 4 | 5 | 36 |
| Providence | 2 | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 8 |
| Sanctuary | 6 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 10 |
| Santa Ana | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Santa Marta/Maria | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| St. Joseph's | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| United Council | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| Total | 22 | 13 | 6 | 10 | 14 | 5 | 6 | 6 | 10 | 11 | 20 | 123 |

Staff Report

Vacancies

The Committee currently has twelve 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 is currently one vacancy on the Committee. Please reach out to the community and encourage people to apply. The Committee continues to need bilingual Spanish speaking members.

Mayor's Office, Vacancy Seat 1, must be currently or formerly homeless.

Interested persons should contact the Mayor's Office through:

Nicole Wheaton, Mayor's Appointments Secretary

1 Dr. Carlton B. Goodlett Place

City Hall, Room 200

San Francisco, CA 94102

Phone: (415) 554-7940

Nicole.Wheaton@sfgov.org

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

Stipends

a. \$25 Stipend

The stipend is awarded on a quarterly basis (up to \$75 per member) for each Committee member who attended both the meeting and two site visits for each month upon team captain or Committee Chair approval. Members' attendance will be monitored by the Shelter Monitoring Committee staff and noted in the Minutes of the meetings. If a meeting was canceled due to lack of quorum either on the day of the meeting or before the meeting, the Committee members who either attended the meeting or indicated that they would be able to attend a meeting that was canceled before the date of the meeting will receive credit for that meeting. The cancellation notice will indicate the Members present if the meeting was canceled on the day of the meeting and if the meeting was canceled before that date due to lack of quorum, there will be an additional memo submitted explaining which Members will receive credit for attending and which will not. Additionally, Committee Members who are excused from the Committee Meeting and noted on the agenda as "excused" will be eligible for the stipend as long as they complete the required site visits.

b. \$100 One-time Travel Stipend

After Committee members are appointed to their two-year term or the remainder of a two-year term left vacant, they will be eligible for a one-time \$100 annual travel stipend usually paid in January of each calendar year or when a Committee member is appointed to fill a vacant position. To be eligible for the Travel Stipend, Committee members must attend two visits per month or six visit per quarter.

c. Stipend Limit-Not to exceed \$600 per year

No Committee member will be eligible for more than \$400 of stipend disbursements annually.

Site Visits

Site Visit Tally FY 14-15

| Shelter | 1st Qtr | 2nd Qtr | 3rd Qtr | 4th Qtr | Total |
|-------------------------|-----------|----------|-----------|-----------|-----------|
| A Woman's Place | 0 | 0 | 0 | 0 | 0 |
| AWPDI | 2 | 0 | 1 | 1 | 4 |
| Bethel AME | 0 | 0 | 1 | 1 | 2 |
| Compass | 0 | 0 | 1 | 2 | 3 |
| First Friendship | 1 | 1 | 1 | 1 | 4 |
| Hamilton Family Shelter | 1 | 1 | 0 | 1 | 3 |
| Hospitality House | 1 | 0 | 0 | 1 | 2 |
| Interfaith | 0 | 1 | 0 | 0 | 1 |
| Lark Inn | 1 | 0 | 1 | 1 | 3 |
| MSC Drop In | 1 | 1 | 1 | 1 | 4 |
| MSC Shelter | 1 | 1 | 1 | 1 | 4 |
| MNRC | 1 | 0 | 1 | 1 | 3 |
| Next Door | 1 | 1 | 1 | 1 | 4 |
| Providence | 0 | 1 | 1 | 1 | 3 |
| Sanctuary | 2 | 0 | 1 | 1 | 4 |
| Santa Ana | 1 | 0 | 1 | 1 | 3 |
| Santa Marta/Santa Maria | 2 | 0 | 1 | 0 | 3 |
| St. Joseph's | 1 | 0 | 0 | 1 | 2 |
| United Council | 0 | 0 | 1 | 1 | 2 |
| | | | | | |
| | 16 | 7 | 14 | 17 | 54 |

Staff Update

July 3, 2015 – Observed Holiday, No Walk-in hours

Jeff will be out of the office from July 15th to July 21th, returning on July 22nd

2015 Meeting Schedule

- July 15
- August 19
- September 16
- October 21
- November 18
- December 16