



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: June 14, 2022
RE: **May 2022 SOC Staff Report**

May Client Complaints

There was one complaint submitted through the Shelter Monitoring Committee in May 2022.

Note: Narratives provide an overview of the types of complaints forwarded to each site. Not all sites have had a chance to respond to the complaints. Complaints 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.

Next Door (Site S)

- **Client #1, Complaint #1:**
- **Complaint submitted: 5/03/22**
- **Response received: 5/09/22**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...
 - **Standard 2:** Provide services in an environment that is safe and free of physical violence...
 - **Standard 8:** ADA, case management ...
 - **Standard 31:** staff training...

The client/complainant states that on 4/21/2022 staff took their phone and then falsely claimed the complainant hit her. A supervisor proceeded to effect an immediate denial of service.

Staff are alleged to frequently misappropriate supplies, e.g., toilet paper. They also routinely use profanity when speaking to clients. Staff sometimes fail to call 911 when clients are in obvious physical distress. Supervisory employees work in conjunction with each other to steal documents and use them to commit fraud. They allegedly stole banking and real estate documents from the complainant.

It is also claimed staff failed to adhere to evacuation protocol (sometime earlier in April) when an alarm sounded. They departed before ensuring that clients, some of whom are disabled, were all alerted and given appropriate help. Clients had to fend for themselves. The stairway was crowded, impeding the ability of emergency crews to enter the building.

Pending – The site has responded. The client has not asked for a formal investigation.

- *Next Door states they have at least three witnesses to the assault.*
- *They report the client ignored offers of paperwork made in Spanish and English and was a no-show for their hearing (4/26/22 at 11AM).*
- *Staff do not have control over supplies. The site director orders and tracks supplies, and there are no issues of the sort described by the complainant.*
- *Next Door's employee handbook clearly states employees may not use profanities. Management stated this would be reviewed at the next staff meeting.*
- *There was a fire drill March 31. Arguably, there was room for improvement, but SFFD praised the shelter's performance. Staff were the last out. The guest's perception is inaccurate.*

May 2022 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...	1
Standard 2: Provide services in an environment that is safe and free of physical violence...	1
Standard 8: Provide services in compliance with the Americans with Disabilities Act...	1
Standard 31: ...training, including in emergency procedures...	1

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

Total Client Complaints FY 2021-2022

Site	COVID capacity	7/21	8/21	9/21	10/21	11/21	12/21	1/22	2/22	3/22	4/22	Total (FY21-22)
Buena Vista Horace Mann	30 mats	0	0	0	0	0	0	0	0	0	0	0
Compass Family	21 families	0	0	0	0	0	0	0	0	0	0	0
Hamilton Family	25 families	0	0	0	0	0	0	0	0	0	0	0
Harbor House Family	28 families	0	0	0	0	0	0	0	0	0	0	0
Lark Inn	24 beds	0	0	0	0	0	0	0	0	0	0	0
MSC South Shelter	168 beds	1	0	0	0	1	4	0	0	1	0	7
Next Door	181 beds	0	0	0	0	0	2	0	0	0	1	3

Providence Family	51 beds	0	0	0	0	0	0	0	1	0	0	1
Sanctuary	124 beds	0	0	1	0	0	0	0	0	0	0	1
St. Joseph's Family	9 families	0	0	0	0	0	0	0	0	0	0	0
Total	Single adult: 497 beds/mats	1	0	1	0	1	6	0	1	1	1	12
	Family: 83 families and 81 beds/mats											

May 2022 Site Visit Infractions

The Committee suspended site visits in January 2021 due to the surge in COVID-19 cases attributed to the Omicron variant. Inspections were resumed in March:

FY2021-2022 Unannounced Site Visit Tally

Site	7/21	8/21	9/21	10/21	11/21	12/21	1/22	2/22	3/22	4/22	5/22	Total (FY21-22)
Buena Vista Horace Mann	0	0	0	0	0	0	0	0	0	0		0
Compass Family	0	0	0	0	0	0	0	0	0	0		0
Hamilton Family	0	0	0	0	0	1	0	0	0	0		1
Harbor House Family	0	0	0	0	0	0	0	0	0	0		0
Lark Inn	0	0	0	0	0	0	0	0	0	0		0
MSC South Shelter	0	0	0	0	0	0	0	0	0	0		0
Next Door	0	0	0	0	0	1	0	0	0	0		1
Providence Family	0	0	0	0	0	1	0	0	0	0		1
Sanctuary	0	0	0	0	0	0	0	0	0	0		0
St. Joseph's Family	0	0	0	0	0	1	0	0	0	0		1
Total	0	0	0	0	0	4	0	0	0	0		4

The SMC is required to complete four unannounced visits to each site on an annual basis.

FY2021-2022 Announced Site Visit Tally

Site	7/21	8/21	9/21	10/21	11/21	12/21	1/22	2/22	3/22	4/22	5/22	Total FY 21-22
Buena Vista Horace Mann				1					1			2

Compass Family		1			1				1		3
Hamilton Family			1						1		2
Harbor House Family	1			1	1				1		4
Lark Inn		1			1			1			3
MSC South Shelter			1		1			1			3
Next Door				1				1			2
Providence Family				1					1		2
Sanctuary	1			1	1			1			4
St. Joseph's Family			1	1				1			3
Total	2	2	3	6	5	0	0	0	6	4	28

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 five 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 5 - Must be homeless or formerly homeless and nominated by a nonprofit that provides advocacy or organizing services to the unhoused.

LHCB:

Seat 9 - Must be nominated by a community agency that provides advocacy or organizing services to the unhoused.

Seat 10 - Must be homeless or formerly homeless and nominated by a community agency that provides advocacy or organizing services to the unhoused.

Mayor:

Seat 13 - Must be homeless or formerly homeless with experience providing services to the unhoused.

If you are interested in applying for a seat on the Committee, please contact Angie David at 415-255-3642 or email angella.david@sfdph.org for more information.

FY2022-2023 Upcoming Meeting Calendar

- July 20
- August 17
- September 21