



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: June 15, 2016
RE: May 2016 SOC and Staff Report

Standards of Care and Staff Report

Overview of Complaints

There were a total of 9 client complaints submitted to the Shelter Monitoring Committee in May 2016.

Investigations

There were no investigations in 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.*

April Client Complaints

A Woman's Place Drop In

Complainants: 1

- **Complaint submitted: 5/17/16**
- **Response received: 5/24/16**
- The client alleged that one of the staff spoke to her using disrespectful language and threatened to deny her services for sitting in front of the shelter entrance.

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

Bethel AME

Complainants: 1

Total Complaints: 2

- **Complaint #1:**
- **Complaint submitted: 5/16/16**
- **Response received: 5/23/16**
- The client alleged that one of shelter staff was harassing her.

This complaint was closed after the response was shown to the client, who stated that she had no comment.

- **Complaint #2:**
- **Complaint submitted: 5/31/16**
- **Response pending**
- The client alleged that a shelter employee makes disrespectful comments about the client.

This complaint is still open pending a response from the site.

MSC South

Complainants: 1

- **Complaint submitted: 5/24/16**
- **Response received: 5/31/16**
- The complainant alleged that a shelter employee has been harassing him and trying to deny him services even though the complainant states that he hasn't broken any rules.

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: 5/31/16**
- **Response received: 6/7/16**
- The complainant alleged that shelter staff do not treat him like they treat other clients. The complainant alleged that staff will wake up other clients when they get a bed or give out food to other clients but he does not get the same treatment.

This complaint is still open pending a response from the site.

Next Door

Complainants: 1

- **Complaint submitted: 5/18/16**
- **Response received: 5/25/16**
- The client alleged that the site was not meeting minimum storage requirements for clients.

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

Sanctuary

Complainants: 3

Complaints: 3

- **Complaint #1 submitted: 5/5/16**
- **Response received: 5/13/16**
- The client alleged that he reported the presence of bed bugs in his sleeping area but the site did not implement appropriate protocols.

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

- **Complaint #2 submitted: 5/24/16**
- **Response received: 5/31/16**

- The complainants alleged that an unidentified male who was not a client came on to the women's sleeping area and threatened to kill a female client.

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

- **Complaint #3 submitted: 5/26/16**
- **Response received: 6/2/16**
- The client alleged that shelter staff are not enforcing the 2-bag limit rule for client possessions.

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

Site	7/15	8/15	9/15	10/15	11/15	12/15	1/16	2/16	3/16	4/16	5/16	Total (15-16 FY)
A Woman's Place	0	1	0	0	0	0	1	0	0	0	0	2
A Woman's Place Drop In Center	1	1	0	0	0	0	1	1	1	0	1	6
Bethel AME	1	2	1	0	1	0	0	1	1	1	2	10
Compass	0	0	0	1	2	0	0	0	0	0	0	3
First Friendship Family	0	2	1	0	1	0	0	0	0	0	0	4
Hamilton Emergency	0	0	0	0	0	0	0	0	0	0	0	0
Hamilton Family	0	0	0	1	0	0	0	0	1	0	0	2
Hospitality House	0	0	0	0	0	0	0	0	0	0	0	0
Interfaith Winter Shelter	0	0	0	0	1	1	0	0	0	0	0	2
Jazzie's Place	0	0	0	1	0	0	0	1	1	0	0	3
Lark Inn	0	0	0	0	0	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	0	0	0	0	0	0	0	0	0	0	0	0
MSC South Shelter	1	2	5	2	1	4	1	0	1	1	1	19
MSC Drop In Center	1	2	2	0	2	1	0	0	1	3	1	13
Next Door	4	4	3	4	2	2	2	0	3	4	1	29
Providence	1	0	1	1	0	0	0	1	1	0	0	5
Sanctuary	4	1	2	1	0	0	0	0	0	0	3	11
Santa Ana	0	0	0	0	0	1	0	0	1	0	0	2
Santa Marta/Maria	0	0	0	0	0	0	0	0	0	0	0	0
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	1	0	0	1
Total	13	15	15	11	10	9	5	4	12	9	9	112

There were a total of two announced site visits and one unannounced site visit conducted in May. The Committee was able to complete site inspections of Lark Inn and Mission Neighborhood Resource Center in addition to collecting required amount of client surveys. The site visit to A Woman's Place was unannounced.

Shelter	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total
A Woman's Place	1						1				1	1	0	1	1	3
AWPDI	1					1		1		1		1	1	1	1	4
Bethel AME		1		1					1			1	1	1	0	3
Compass			1			1			1			1	1	1	0	3
First Friendship		1				1			1			1	1	1	0	3
Hamilton Emergency Shelter		1				1						1	1	1	0	3
Hamilton Family Shelter		1				1						1	1	1	0	3
Hospitality House			1			1						1	1	1	0	3
Interfaith								1				0	0	1	0	1
Jazzie's Place			1			1			1			1	1	1	0	3
Lark Inn	1					1			1		1	1	1	1	1	4
MSC Drop In			1			1			1			1	1	1	0	3
MSC Shelter	1					1		1				1	1	1	0	3
MNRC			1			1			1		1	1	1	1	1	4
Next Door			1					1				1	0	1	0	2
Providence			1		1			1		1		1	1	1	1	4
Sanctuary	1			1			1			1		1	1	1	1	4
Santa Ana		1						1	1			1	0	2	0	3
Santa Marta/Santa Maria			1			1			1			1	1	1	0	3
St. Joseph's			1			1			1			1	1	1	0	3
United Council			1		1			1		1		1	1	1	1	4
Quarterly Totals												20	17	22	7	66
Assigned Number of Visits												20	21	21	20	82
Percentage of Compliance												100%	81%	105%	35% 4th Quarter compliance through May 2016, Quarter ends June 2016	80% Annual compliance, FY ending in June 30

April Site Visit Infractions and Client Survey Results

A Woman's Place

- **Site Visit Date:** 5/24/16
- **Date infractions submitted to site:** 6/10/16
- **Response received:** Pending
- The Committee visited the site once during the reporting period and noted the following SOC infractions:
 - Standard 3: Hand sanitizer dispensers empty (multiple dispensers throughout shelter, 1st floor, basement and kitchen/dining areas)
 - Standard 3: Toilet paper not provided in each stall (1st Floor bathroom)
 - Standard 3: No soap or hand sanitizer provided (Basement Floor bathroom)
 - Standard 8: No ADA liaison on duty
 - Standard 8: Reasonable accommodation forms not available

- Standard 9: No menus posted in English or Spanish
- Standard 17: No signage noting facility problems (broken dining tables with poles sticking through seats, random debris spread throughout hallways)
- Standard 19: Less than 22 inches of space between sleeping units (1st Floor Sleeping Area)
- Standard 21: No Language Link or alternative professional translation service
- Standard 25: ID badges not worn by all staff

Lark Inn

- **Site Visit Date:** 5/24/16
- **Surveys completed:** 8
- **Response received:** Pending
- The Committee conducted one visit to this site during this reporting period and collected the following responses to client surveys:
 - #1: Do you feel safe at the shelter? **Average answer: Sometimes (3.75/5)**
 - #2: Does staff treat you with respect and speak to you in a professional manner? **Average answer: Sometimes (3.88/5)**
 - #3: Does staff de-escalate arguments and help to break up verbal fights between clients? **Average answer: Often (4.5/5)**
 - #4: Is the sleeping area quiet at night? **Average answer: Sometimes (3.25/5)**
 - #5: Do the meals provided here meet your needs, e.g. enough food provided to accommodate your special needs like being vegetarian? **Average answer: Sometimes (3.125/5)**
 - #6: How long have you been at this shelter? **Average answer: More than one month (4.0/5)**
- The team was also able to complete a site inspection during the visit and noted the following SOC infractions:
 - Standard 8: No signage on case management availability and accessibility
 - Standard 23: No emergency exit plan posted

Mission Neighborhood Resource Center

- **Site Visit Date:** 5/24/16
- **Surveys completed:** 9
- The Committee conducted one visit to this site during this reporting period and collected the following responses to client surveys:
 - #1: Do staff treat you with respect? **Yes: 8, No: 1**
 - #2: Do you feel discriminated against because of your age, disability, gender, race, religion, sexual orientation or transgender status? **Yes: 2, No: 7**
 - #3: Do you feel safe at the shelter? **Yes: 7, No: 2**
 - #4: How does staff respond to conflicts and arguments between clients?
 - “Conflicts are rare. Loud talking is acceptable to a certain extent. But friendship is involved throughout the day at the Mission Neighborhood Resource Center.”
 - “Good”
 - “They always say to tell them”

- “Yes”
- The team was also able to complete a staff interview and site inspection during the visit but did not note any SOC infractions.

Vacancies

Please note that all seats expire on November 23, 2016 even for those who were recently appointed. If you wish to continue serving on the Committee, you must reapply for your seat. Here is a description of all seats:

If you do not plan on seeking reappointment, please submit a letter of resignation to the Chair and Committee staff.

Mayor’s Office, *Seat 1*, candidates must be currently or formerly homeless. Interested parties 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

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

* Seat 2-Must be homeless or formerly homeless within the 3 years prior to appointment with a disability

*Seat 3-Must have experience providing direct services to the homeless through a community setting. Please attach a letter from the provider you currently work with or have worked with in the past with your application verifying your experience.

*Seat 4-Must be selected from a list of candidates that are nominated by community agencies that provide behavioral health, housing placement, or other services to the homeless. Please attach a letter of support from the community agency nominating you for this seat.

*Seat 5-Must be selected from a list of candidates that are nominated by nonprofit agencies that provide advocacy or organizing services to homeless people and be homeless or formerly homeless. Please attach a letter of support from the community agency nominating you for this seat.

*Seat 6-Must be selected from a list of candidates that are nominated by nonprofit agencies that provide advocacy or organizing services to homeless people. Please attach a letter of support from the community agency nominating you for this seat.

Please complete the on-line application and forward your completed application with the appropriate documents.

<http://www.sfbos.org/index.aspx?page=3067>

Local Homeless Coordinating Board

*Seat 1-Member shall be nominated by a non-profit providing advocacy or organizing to homeless people. Please attach a letter of support from the community agency nominating you for this seat.

*Seat 2-Member shall have experience providing direct service to the homeless through a community setting and be formerly homeless. Please attach a letter from the provider you currently work with or have worked with in the past with your application verifying your experience.

*Seat 3-Member shall have experience providing direct service to the homeless through a community setting. Please attach a letter from the provider you currently work with or have worked with in the past with your application verifying your experience.

*Seat 4-Member shall be homeless or formerly homeless and selected from a list of candidates that are nominated by community agencies that provide behavioral health, housing placement, or other services to homeless individuals. Please attach a letter of support from the community agency nominating you for this seat.

Please contact the appointing body, Local Homeless Coordinating Board, with questions and for an application, <http://sfgov.org/lhcb/contact-us>

Local Homeless Coordinating Board

Application deadline is Friday June 24, 2014. LHCB reviews nominated applicants at July 11, 2016 meeting and action is taken by the Local Homeless Coordinating Board for appointment of new committee members.

**Local Homeless Coordinating Board
11:00 am to 1:00 pm
Born Auditorium
170 Otis Street
San Francisco, CA 94103**

Applicants who are not present at the July 11, 2016 Local Homeless Coordinating Board meeting will not be considered.

Presentations for future SMC Meetings

June - Hamilton

July – Dolores Street Community Services

August – A Woman's Place/A Woman's Place Drop-in

Please contact staff if you have any suggestions for presenters.

Trainings

Shelter Health Training for Providence Foundation was conducted in May.

2016 Meeting Calendar

July 20

August 17

September 21

October 19

November 16

December 21