



# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** January 12, 2017  
**RE:** November SOC Staff Report

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### November Client Complaints

There were a total of eight complaints submitted to the Shelter Monitoring Committee by six unduplicated clients in November 2017. Of those eight complaints, one received a response that did not satisfy the client and resulted in an investigation by Committee staff. One complaint is still open pending a response from the client while the remaining six complaints were closed due to No Contact.

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.

### A Woman's Place Drop In

- **Client #1**
- **Complaint submitted: 11/13/17**
- **Response received: 11/16/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules and grievance process
  - **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence...
- The complainant stated that another client was allowed to stay at the shelter even though that client had attempted to hit the complainant.
- The response stated that shelter staff had heard the clients arguing and responded by de-escalating the situation, but that neither client was asked to leave because staff did not see either client physically threatening the other.

*Not satisfied – The complainant was not satisfied with the site's response and requested an investigation by Committee staff. This investigation is currently pending.*

### Bethel AME

- **Client #1**
- **Complaint submitted: 11/9/17**
- **Response received: 12/15/17**
- **Alleged SOC Violations:**

- **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules and grievance process
- The complainant alleged that a shelter employee made an announcement before dinner that all clients were required to pray before they would be allowed to eat.
- The site's response denied the allegations and stated that the complaint was an attempt by the client to retaliate against staff.

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

### MSC South

- **Client #1**
- **Complaint submitted: 11/21/17**
- **Response received: 12/6/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that another client was allowed to stay in the shelter even though the client spoke to the complainant using homophobic language.
- In the response, shelter management stated that shelter staff had spoken to the other client, who acknowledged being upset at the complainant but denied speaking to calling him homophobic slurs. The response states that shelter staff warned the other client that use of disrespectful language inside the shelters was inappropriate and that continued use would result in a denial of service.

*No Contact – This complaint was closed due to No Contact from the client*

### Next Door

- **Client #1**
- **Complaint submitted: 11/13/17**
- **Response received: 11/20/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged she has had ongoing issues with two other clients verbally harassing her at the shelter. The complainant alleges that when she reports these issues to shelter staff, they speak to the other clients but do not take any other action.
- The response stated that shelter management met with the complainant to listen to her concerns. The response also states that management checked in with the complainant a few days later and that the complainant informed her that the other clients were now leaving her alone.

*No Contact – This complaint was closed due to No Contact from the client*

- **Client #2:**
- **Complaint submitted: 11/28/17**
- **Response received: 12/1/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that a shelter employee was watching TV instead of monitoring the floor at the staff station.
- The response states that management spoke to the employee, who acknowledged that he was engaging with clients while they were watching a sports game on TV but denied the allegation that he was not monitoring the floor. The response states that management reminded all staff that

the television is for client use only and that staff should maintain a professional demeanor at all times.

*No Contact – This complaint was closed due to No Contact from the client*

**Sanctuary**

- **Client #1, Complaint #1:**
- **Complaint submitted: 11/2/17**
- **Response received: 11/8/17**
- **Alleged SOC Violations:**
  - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that there were no staff on duty for a half hour on the morning of 11/1/17.
- The response stated that a shelter employee was on duty at the time listed in the complaint, but that the employee had to go to the first floor for a few minutes in order to drop off some towels before returning to the floor. The response states that shelter staff have been reminded that they cannot leave the floor unattended without arranging alternate coverage.

*No Contact – This complaint was closed due to No Contact from the client*

- **Client #1, Complaint #2:**
- **Complaint submitted: 11/7/17**
- **Response received: 11/14/17**
- **Alleged SOC Violations:**
  - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that another client fell and injured his head but that there were no shelter staff on duty to assist the client.
- The response states that there was a Service Coordinator on duty when the incident occurred and that he had gone down to the first floor to ask other staff to call 9-1-1 for the injured client.

*No Contact – This complaint was closed due to No Contact from the client*

- **Client #2:**
- **Complaint submitted: 11/17/17**
- **Response received: 11/28/17**
- **Alleged SOC Violations:**
  - **Standard 2:** Provide shelter services in an environment that is safe...
- The complainant alleged that there have been ongoing issues with three other clients physically and verbally harassing her inside the shelter.
- The response states that shelter staff have investigated the complainant's allegations but that staff have not witnessed any physical attacks taking place. The response states that shelter staff have seen the complainant and other clients arguing and that staff have intervened to de-escalate on these instances.

*No Contact – This complaint was closed due to No Contact from the client*

### November 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...	5
Standard 2: Provide shelter services in an environment that is safe and free from physical violence	5

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

### November SOC Investigations

Clients who are not satisfied with the site's response to their complaint can request a Committee investigation into their complaint. The Committee completed four investigations in November, one at each of the following sites: MSC South, MSC South Drop In, Sanctuary and Next Door.

#### MSC South

##### **Client #1:**

**Complaint filed: 10/13/17**

**Response received: 11/7/17**

**Investigation requested: 11/9/17**

**Investigation completed: 11/27/17**

##### **Alleged SOC violation:**

- **Standard 15)** Provide shelter clients with pest-free, secure property storage...

##### **The complainant made the following allegations:**

- **Standard 15:** The complainant alleged that MSC South lost his work tools that he had given to security officers for storage.

##### **Investigation:**

- Committee staff interviewed MSC South's shelter management and reviewed written statements from security officers about this incident.

##### **Findings:**

- Written statements from security officers confirmed that on 10/1/17, the complainant had checked in some tools and other personal property that he used for work with security officers. The written statement also confirmed that when the complainant attempted to retrieve his tools on 10/4/17, security officers were unable to locate his property inside the security office.
- Shelter management reported that they had interviewed the security supervisor about the incident, who confirmed that the complainant had checked in his tools with security officers on 10/1/17. Shelter management also reported that there was no record of the complainant collecting his tools prior to 10/4/17.
- Statements from the complainant, shelter management and security officers are in agreement that the complainant followed all appropriate procedures for checking in his storage and that security officers

were unable to locate his tools when he attempted to retrieve them three days later. Based on these findings, MSC South was found to be out of compliance with Standard 15.

### **MSC South Drop In**

#### **Client #1**

**Complaint filed: 10/20/17**

**Response received: 10/30/17**

**Investigation requested: 11/7/17**

**Investigation completed: 11/21/17**

#### **Alleged SOC violation:**

- 1) Treat clients equally, with respect and dignity, including in the application of shelter policies...
- 2) Provide shelter services in an environment that is safe...

#### **The complainant made the following allegations:**

- **Standard 1:** The complainant alleged that a shelter supervisor made a homophobic comment towards him while denying him services from the shelter.
- **Standard 2:** The complainant stated that after his denial of service (DOS), he continued to wait outside of the entrance to MSC South Drop In for shelter staff to bring him his DOS paperwork. The complainant alleged that a security officer came out of the facility and threatened him with a Taser in order to get the complainant to leave shelter property.

#### **Investigation:**

- Committee staff interviewed shelter management and shelter staff about the incident and requested that shelter management review security footage of the incident.

#### **Findings:**

- **Standard 1:**
  - Committee staff interviewed the shelter supervisor listed in the complaint as well as another shelter employee and Assistant Program Director. The shelter supervisor denied having made any homophobic comments towards the complainant and stated that he had only asked the complainant to leave another client (Client A) alone because Client A had reported being sexually harassed by the complainant.
  - Both the Assistant Program Director and shelter employee stated that they were present during the incident and that neither one had heard the shelter supervisor make any homophobic comments towards the complainant.
  - Committee staff were unable to locate any evidence that could confirm or disprove the complainant's allegations, as a result this investigation is inconclusive.
- **Standard 2:**
  - Committee staff requested that shelter management review security footage of the incident to see if security officers could be seen threatening the complainant with a Taser. Shelter management stated that footage showed security officers speaking to the complainant but did not show any officer holding or threatening the complainant with a Taser.
  - Committee staff also interviewed the Security Supervisor who was present at the time of the incident. The Security Supervisor denied that allegations that he or any other security officers used a Taser to threaten the complainant and stated that it is against shelter rules for security officers to have weapons with them while on-duty at MSC South.

- Committee staff were unable to locate other evidence that could confirm or deny the complainant's allegations that security officers threatened him with a Taser. As a result, this investigation is inconclusive.

### **Next Door**

#### **Client #1**

**Complaint filed: 10/2/17**

**Response received: 10/17/17**

**Investigation requested: 10/20/17**

**Investigation completed: 11/3/17**

#### **Alleged SOC violation:**

- 1) Treat clients equally, with respect and dignity...

#### **The complainant made the following allegations:**

- **Standard 1:** The complainant alleged that after he got a cup of hot water, a shelter employee threw off his gloves and tried to "chest bump" the complainant in an effort to intimidate him. The complainant also alleged that the shelter employee stalked the complainant by following him around the shelter for 30 minutes after the initial incident.

#### **Investigation:**

- Committee staff interviewed shelter management about the complainant's allegations.

#### **Findings:**

- Shelter management stated that ECS human resources had reviewed security footage of the incident, which showed the shelter employee speaking to the complainant. However, shelter management reported that security footage did not show the employee engaging in any aggressive, threatening or stalking behavior towards the complainant.
- Shelter management stated that they had interviewed the shelter employee, who denied stalking the complainant or verbally/physically threatening him. The employee stated that he had only spoken to the complainant to tell him that he should have shelter staff serve him hot water for sanitary reasons instead of getting it himself.
- Committee staff were unable to conclusively confirm the complainant's allegations, as a result this investigation is inconclusive.

### **Sanctuary**

#### **Client #1**

**Complaint filed: 10/16/17**

**Response received: 10/20/17**

**Investigation requested: 10/26/17**

**Investigation completed: 11/13/17**

#### **Alleged SOC violation:**

- 3) ...and clean shelters on a daily basis....

#### **The complainant made the following allegations:**

- **Standard 3:** The complainant stated that her bed at Sanctuary has been making her itch since she started staying at Sanctuary, which the complainant believes is due to fleas/other bugs. The complainant stated that shelter staff did end up spraying and wiping down her bed, but alleges that she has continued to itch since the cleaning.

**Investigation:**

- Committee staff reviewed Sanctuary's site's bed bug policy and the steps that had been taken by shelter staff to address the complainant's concerns.

**Findings:**

- Sanctuary's site manager stated that after the complainant reported her problem to staff, shelter employees inspected bed and wiped it down with alcohol as required by the ECS Bed Bug policy. The complainant confirmed to Committee staff on October 26, 2017 that shelter staff had inspected and cleaned her bed but requested an investigation because she was still itching.
- Sanctuary's site manager stated that complainant's bed was inspected a second time on November 2, 2017, but no bed bugs or other pests were detected. The site manager stated that the complainant's belongings were washed and her bed was wiped down with rubbing alcohol on the following day even though no pests were detected.
- The site manager also stated that they offered the complainant a Skin Irritation Form on two occasions to take to a medical provider to determine the source of the complainant's discomfort, but the complainant declined to take the form. Committee staff confirmed with the complainant that she had declined to take the Skin Irritation Form because she did not want to see a doctor about this issue.
- Sanctuary also provided an inspection report from the Department of Public Health and two reports from Dewey Pest Control which indicated that no bed bugs or other pests were found after routine inspections.
- Due to the fact that both Sanctuary and the complainant agreed that shelter staff had taken the steps outlined in the ECS Bed Bug Policy when the complainant reported the issue to staff (inspecting and cleaning the complainant's bed, offering her a Skin Irritation Form to take to a medical provider), Committee staff have determined that Sanctuary is in compliance with Standard 3.

***Total Client Complaints FY 2017-2018***

Site	Site Capacity	7/17	8/17	9/17	10/17	11/17	Total (17-18 FY)
A Woman's Place	11 mats	0	0	0	0	0	0
A Woman's Place Drop In Center	63 chairs	0	0	1	0	1	2
Bethel AME	30 mats	2	6	2	4	1	15
Compass	22 families	0	0	0	0	0	0
First Friendship	25 families	0	1	0	0	0	1
Hamilton Emergency	46 beds, 8 cribs	0	0	0	0	0	0
Hamilton Family	27 families	1	0	0	0	0	1
Hospitality House	30 beds/mats	0	0	0	0	0	0
Interfaith Winter Shelter	60-100 mats depending on the site	0	0	0	0	0	0
Jazzie's Place	24 beds	0	0	1	0	0	1
Lark Inn	40 beds	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	0	0	0	0	0	0
MSC South Shelter	340 beds	3	3	1	4	1	12
MSC South Drop In Center	75 chairs	0	0	1	1	0	2
Next Door	334 beds	4	5	6	4	2	21
Providence	110 mats	0	2	0	0	0	2
Sanctuary	200 beds	2	3	1	4	3	13
Santa Ana	28 beds	0	1	0	0	0	1
Santa Marta/Maria	56 beds	0	0	0	0	0	0
St. Joseph's	10 families	0	0	0	0	0	0
United Council	48 chairs	0	0	0	1	0	1
<b>Total</b>	<b>Single adult: 1203 beds/mats Interfaith: 60-100 mats Resource Centers: 256 chairs Family: 84 family rooms, 46 beds and 8 cribs</b>	<b>12</b>	<b>21</b>	<b>13</b>	<b>18</b>	<b>8</b>	<b>64</b>

**November Site Visit Infractions**

There were nine unannounced site visits conducted in November 2017. The Committee did not note any infractions during the visit to Mission Neighborhood Resource Center. The infractions for the remaining eight sites can be found below:

**A Woman's Place Shelter**

Site visit date: 11/1/17

Infractions submitted to site: 11/7/17

Site responded: 11/14/17

**SOC infractions:**

- **Standard 3:** Empty hand sanitizer dispensers (throughout first floor) – **Resolved**
- **Standard 8:** Signage for check-in/check-out times and information on laundry services not posted in English and Spanish – **Resolved**



- **Standard 10:** No vegetarian meal options available – **Resolved**

### **A Woman's Place Drop In**

Site visit date: 11/7/17

Infractions submitted to site: 1/11/18

Site responded: Pending

#### **SOC infractions:**

- **Standard 8:** Reasonable accommodation forms not available – **Pending**

### **First Friendship**

Site visit date: 11/21/17

Infractions submitted to site: 1/11/18

Site responded: Pending

#### **SOC infractions:**

- **Standard 3:** No paper towels and toilet paper in Women's bathroom - **Pending**
- **Standard 12:** No sheets (two blankets given) - **Pending**
- **Standard 17:** No signage for broken faucet in Women's bathroom - **Pending**
- **Standard 21:** No Language Link or other professional translation services available - **Pending**
- **Standard 22:** No bilingual staff on duty - **Pending**

### **Lark Inn**

Site visit date: 11/14/17

Infractions submitted to site: 1/11/18

Site responded: **Pending**

#### **SOC infractions:**

- **Standard 9:** Menus only posted in English, none posted in Spanish – **Pending**
- **Standard 12:** Not all clients given a pillow and pillowcase – **Pending**
- **Standard 25:** Not all staff wearing ID badge – **Pending**

### **Providence**

Site visit date: 11/8/17

Infractions submitted to site: 1/11/18

Site responded: **Pending**

#### **SOC infractions:**

- **Standard 3:** Hand sanitizer dispensers empty – **Pending**
- **Standard 12:** No sheets – **Pending**
- **Standard 21:** No Language Link or other professional translation services available – **Pending**

### **Sanctuary**

Site visit date: 11/16/17

Infractions submitted to site: 11/28/17

Site responded: 12/4/17

#### **SOC infractions:**

- **Standard 8:** Reasonable accommodation forms not available in Spanish – **Resolved**

**Santa Ana**

Site visit date: 11/16/17

Infractions submitted to site: 1/11/18

Site responded: **Pending**

**SOC infractions:**

- **Standard 26:** No MUNI tokens or other transportation services available – **Pending**

**United Council**

Site visit date: 11/8/17

Infractions submitted to site: 11/29/17

Site responded: 12/7/17

**SOC infractions:**

**Standard 3:** No hand dryer or paper towels available in restroom – **Pending**

**Standard 6:** First aid kit not available to staff (locked in upstairs office) – **Pending**

**Standard 21:** No Language Link or other professional translation services available - **Ongoing**

***FY2017-2018 Unannounced Site Visit Tally***

<b>Site</b>	<b>Q1 July-Sept.</b>	<b>Q2 Oct. – Dec.</b>	<b>Total (17-18 FY)</b>
A Woman's Place	0	1	1
A Woman's Place Drop In Center	1	1	2
Bethel AME	1	1	2
Compass	1	1	2
First Friendship Family	0	2	2
Hamilton Emergency	1	0	1
Hamilton Family	1	0	1
Hospitality House	1	0	1
Interfaith Winter Shelter* seasonal shelter open during winter months	*Closed	0	0
Jazzie's Place	0	2	2
Lark Inn	1	1	2
Mission Neighborhood Resource Ctr.	1	1	2
MSC South Shelter	1	0	1
MSC South Drop In Center	1	0	1
Next Door	1	1	2
Providence	1	1	2
Sanctuary	0	1	1
Santa Ana	1	1	2
Santa Marta/Maria	0	2	2
St. Joseph's	1	1	2
United Council	1	1	2
<b>Total</b>	<b>15</b>	<b>18</b>	<b>33</b>
<b>Assigned</b>	<b>20</b>	<b>21</b>	<b>82</b>
<b>Compliance</b>	<b>75.0% compliance</b>	<b>85.7% compliance (through Nov. 2017 only)</b>	<b>40.2% compliance for FY17-18 (through Nov. 2017 only)</b>

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

***FY2017-2018 Announced Site Visit Tally***

Site	Total (17-18 FY)
A Woman's Place	1
A Woman's Place Drop In Center	1
Bethel AME	1
Compass	1
First Friendship Family	0
Hamilton Emergency	1
Hamilton Family	1
Hospitality House	1
Interfaith Winter Shelter *seasonal shelter open during winter months	0
Jazzie's Place	1
Lark Inn	0
Mission Neighborhood Resource Ctr.	0
MSC South Shelter	0
MSC South Drop In Center	0
Next Door	1
Providence	1
Sanctuary	0
Santa Ana	0
Santa Marta/Maria	1
St. Joseph's	1
United Council	0
<b>Total</b>	<b>12</b>
<b>Required</b>	<b>41</b>
<b>Compliance for FY17-18</b>	<b>29.3%</b>

The Committee is required to make two announced site visits to each site each year in order to survey clients.

**Staff Update and Committee Membership**

**Membership**

The Committee currently has twelve members and there is one vacancy. Details of the vacant seat are as follows:

**Board of Supervisors**

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.

Contact Jeff Simbe at 415-255-3647 or email [jeff.simbe@sfdph.org](mailto:jeff.simbe@sfdph.org) if you are interested in applying.

**2018 Meeting Calendar**

- January 17
- February 21
- March 21
- April 18
- May 16
- June 20