



City and County of San Francisco

# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** December 13, 2021  
**RE:** **November 2021 SOC Staff Report**

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### November Client Complaints

There was one complaint submitted to the Shelter Monitoring Committee by one unduplicated client in November 2021. There are currently no complaints still open pending a response from the site. (We are awaiting a response to a complaint submitted in December.)

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 will investigate the allegations listed in the complaint.

### Multi-Service Center South (MSC-South)

- **Client #1, Complaint #1:**
- **Complaint submitted: 11/5/21**
- **Response received: 11/22/21**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 31:** Staff training...
- The complainant states sick guests are being ignored. Staff do not perform meaningful wellness checks. The night crew regularly sleep on the job. At least four guests expired in just the few weeks preceding the complaint.
- The response states that, during the COVID pandemic, HSH makes all referrals into MSC. There are times when MSC receives inappropriate referrals from hospitals and other entities for individuals that are too sick to be in a shelter environment and require a higher level of care. MSC does the best it can. A health clinic is open onsite three times per week for anyone that is feeling unwell and/or needs to check in with a nurse. Staff also conducts wellness checks regularly throughout the day and night. Unfortunately, sometimes guests refuse support.

*Pending – The site has responded to this complaint. The client was not satisfied. SMC staff investigated and are preparing a report.*

- **Client #1, Complaint #2:**
- **Complaint submitted: 11/5/21**
- **Response received: 11/22/21**
- **Alleged SOC Violations:**
  - **Standard 2:** safe and free of physical violence ...
  - **Standard 8:** ADA...
  - **Standard 31:** Staff training...
- The complainant asserts that staff bumped against him to block his path, and locked down the elevator before he could get in. Supervisor [name redacted] witnessed what the complainant describes as assault and battery, but did not take any action. Complainant states that [name redacted] did not reprimand or even caution [name redacted] for this behavior.
- The site states that video footage shows no evidence of an assault. The complainant is witnessed entering the facility at the same time the elevator was needed for EMS access. The door was closed to limit access to elevator while the paramedics accessed the elevator to transport a gurney to the 2nd floor where the emergency was taking place. Staff must prioritize their response to need. The door was not closed to prevent access to the complainant. Following the emergency, the elevator was reopened for the general community needing access to it.

*Pending – The site has responded to this complaint. The client was not satisfied. SMC staff investigated and are preparing a report.*

- **Client #1, Complaint #3:**
- **Complaint submitted: 11/5/21**
- **Response received: 11/22/21**
- **Alleged SOC Violations:**
  - **Standard 3:** clean working restroom/supplies ...
  - **Standard 31:** Staff training...
- The complainant states that the restrooms and sleeping area are not thoroughly mopped. There is dust visible on ceiling pipes and air ducts. Fans are turned off and the windows closed at night, despite many clients being sick, or at least coughing frequently. Complainant believes that on at least one occasion he has contracted a throat or upper respiratory infection because of dusty or stale air and the number of possibly sick people in proximity to him.
- The site response indicates that MSC has maintenance staff 24 hours per day, 7 days a week. The MSC facility and restrooms are cleaned on a daily basis and as needed. Generally, there are two-three janitorial staff assigned to each shift. The facility and restrooms are cleaned daily, and as needed. Given the nature of our non-profit organization operating a congregate setting and the size of the building, vents, pipes, ceiling and fans, are cleaned in coordination with the Facility Engineer hired by City and County of SF. The MSC is cleaned regularly and deep cleaning occurs on a weekly basis. According to Maintenance Supervisor [name redacted], his staff has attempted to clean complainant's bed area and he has asked the cleaning staff not to come near his area.

*Pending – The site has responded to this complaint. The client was not satisfied. SMC staff investigated and are preparing a report.*

**November 2021 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 shelter services in an environment that is safe and free from physical violence	1
Standard 3: ...hire janitorial staff to clean shelters on daily basis;	1
Standard 8: Provide shelter services in compliance with the American's with Disabilities Act...;	1
Standard 31: Staff training...;	1

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

**Total Client Complaints FY 2021-2022**

Site	Site Capacity*	7/21	8/21	9/21	10/21	11/21	12/21	1/22	Total (FY21-22)
	*COVID capacity								
<b>Buena Vista Horace Mann</b>	30 mats	0	0	0	0	0			0
<b>Compass Family</b>	21 families	0	0	0	0	0			0
<b>Hamilton Family</b>	25 families	0	0	0	0	0			0
<b>Harbor House Family</b>	28 families	0	0	0	0	0			0
<b>Lark Inn</b>	24 beds	0	0	0	0	0			0
<b>MSC South Shelter</b>	168 beds	1	0	0	0	1			2
<b>Next Door</b>	181 beds	0	0	0	0	0			0
<b>Providence Family</b>	51 beds	0	0	0	0	0			0
<b>Sanctuary</b>	124 beds	0	0	1	0	0			1
<b>St. Joseph's Family</b>	9 families	0	0	0	0	0			0
<b>Total</b>	Single adult: 497 beds/mats  Family: 83 families and 81 beds/mats	1	0	1	0	1			3

***FY2021-2022 Unannounced Site Visit Tally***

<b>Site</b>	<b>7/21</b>	<b>8/21</b>	<b>9/21</b>	<b>10/21</b>	<b>11/21</b>	<b>12/21</b>	<b>Total (FY21-22)</b>
<b>Buena Vista Horace Mann</b>	0	0	0	1	0		1
<b>Compass Family</b>	0	1	0	0	1		1
<b>Hamilton Family</b>	0	0	1	0	0		1
<b>Harbor House Family</b>	0	0	0	1	1		1
<b>Lark Inn</b>	0	1	0	0	1		1
<b>MSC South Shelter</b>	0	0	1	0	1		1
<b>Next Door</b>	0	0	0	1	1		1
<b>Providence Family</b>	0	0	0	1	0		1
<b>Sanctuary</b>	0	0	0	1	0		1
<b>St. Joseph's Family</b>	0	0	1	1	0		1
<b>Total</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>-</b>	<b>16</b>

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

***FY2021-2022 Announced Site Visit Tally***

<b>Site</b>	<b>7/21</b>	<b>8/21</b>	<b>9/21</b>	<b>10/21</b>	<b>11/21</b>	<b>12/21</b>	<b>Total FY 21-22</b>
<b>Buena Vista Horace Mann</b>							
<b>Compass Family</b>							
<b>Hamilton Family</b>							
<b>Harbor House Family</b>	1						
<b>Lark Inn</b>							
<b>MSC South Shelter</b>							
<b>Next Door</b>							
<b>Providence Family</b>							
<b>Sanctuary</b>	1						
<b>St. Joseph's Family</b>							
<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>

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 three 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 10 - Must be homeless or formerly homeless and nominated by a community agency that provides advocacy or organizing 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](mailto:angella.david@sfdph.org) for more information.

#### **FY2021-2022 Upcoming Meeting Calendar**

- January 19
- February 16
- March 16