MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: November 12, 2015
RE: October 2015 SOC and Staff Report

Standards of Care and Staff Report

Overview of Complaints
There were a total of 11 client complaints submitted to the Shelter Monitoring Committee in October 2015.

Investigations
There were no investigations conducted in the month of October.

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.

October Client Complaints

Compass
Complainants: 1
- Complaint submitted: 10/21/15
- Response received: 10/21/15
- A client alleged rude and disrespectful behavior by staff and cockroaches in the rooms.

The site responded to the complaint and the client was satisfied with the response.

Hamilton
Complainants: 1
- Complaint submitted: 10/23/15
- Response received: 10/26/15
- A client alleged that the building had electrical problems and issues with the fire alarm system.
The site responded to the complaint and repairs were completed. The client was satisfied with the site’s response.

**Jazzie’s Place**
- Complainants: 1
- Complaint submitted: 11/13/15
- Response received: due 11/20/15
  - The client alleged that staff was unprofessional and staff threatened to record him.
**Due to an error by Committee staff, there was a delay in submitting the complaint to the site. The due date for the site to respond is 11/20/15.**

**MSC South**
**Complainants:** One client filed two separate complaints
- Complaint submitted: 10/26/15
- Response received: 11/2/15
  - The client alleged that staff were rude and disrespectful.
**The site responded to the complaint but the case is still pending as we are awaiting the client response.**
- Complaint submitted: 10/29/15
- Response received: 11/4/15
  - The same client alleged that staff rude and disrespectful.
**The site responded to the complaint but the case is still pending as we are awaiting the client response.**

**Next Door**
**Complainants:** 4
- Complaint submitted: 10/2/15
- Response received: 10/8/15
  - The client complained that she does not feel safe at the site.
**The site responded to the complaint but the case is still pending as we are awaiting the client response.**
- Complaint submitted: 10/6/15
- Response received: 10/9/15
**The site responded to the complaint but the case is still pending as we are awaiting the client response.**
- Complaint submitted: 10/23/15
- Response received: 10/27/15
  - The client alleged that she got sick from meals served at dinner time on three separate occasions. The client also said she does not feel safe at the site and that staff need to make rounds more often.
**The site responded to the complaint but the case is still pending as we are awaiting the client response.**
- Complaint submitted: 10/13/15
- Response received: 10/20/15
  - The client complained that he is not able to get 8 hours of sleep, the drinking fountain is not working properly, pillowcases are not available, and volunteers are not wearing id badges.
The site responded to the complaint but the case is still pending as we are awaiting the client response.

Providence
Complainants: 1
- Complaint submitted: 10/22/15
- Response received: No response from site, reminder sent on 11/13/15
- The client alleged that staff was rude and unprofessional, and that she was discriminated against.

The site has not responded, a reminder was sent to the site on 11/13/15.

Sanctuary
Complainants: 1
- Complaint submitted: 10/29/15
- Response received: 11/2/15
- The client alleged that she cannot sleep due to staff talking loudly after lights out and that she was unfairly written up for missing bed check.

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

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<tr>
<th>Table: Total Complaints for FY 2015-2016</th>
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<tbody>
<tr>
<td>Site</td>
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<tr>
<td>A Woman’s Place</td>
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<td>A Woman’s Place Drop In Center</td>
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<td>Compass</td>
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<td>First Friendship Family</td>
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<td>Hamilton Emergency</td>
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<td>Hamilton Family</td>
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<td>Hospitality House</td>
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<td>Interfaith Winter Shelter</td>
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<td>Interfaith Bethel AME</td>
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<td>Jazzie’s Place</td>
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<tr>
<td>Lark Inn</td>
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<tr>
<td>Mission Neighborhood Resource Ctr.</td>
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<tr>
<td>MSC South Shelter</td>
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There were a total of two site visits conducted in October.
Infractions Generated through October Site Visits

*Bethel AME*
The Committee conducted one visit to this site during this reporting period and the findings are pending.

*Sanctuary*
The Committee conducted one visit to this site during this reporting period and found no Standard of Care infractions.

**SMC Flowcharts for client complaints and site visit infractions**
Review flowcharts

**Vacancies**
The Committee currently has eleven 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 are currently two vacancies 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 appointment requirement:**
Must be currently or formerly homeless.

**Board of Supervisor appointment requirement:**
Must be homeless or formerly homeless within the 3 years period to appointment and living with their homeless child under age 18.

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

**2015 Meeting Schedule**
December 16