



City and County of San Francisco

# *Shelter Monitoring Committee*

## **2nd Quarter Report, October through December 2016**

### *Executive Summary*

#### *Site Visits*

The Shelter Monitoring Committee (The Committee) is responsible for documenting the conditions of shelters and resource centers to improve the health, safety, and treatment of clients, staff, and the homeless community. One of the ways that the Committee monitors the conditions of San Francisco's shelters and resource centers is through site visits. Committee members form teams and visit sites a minimum of 4 times per year. During site visits, Committee teams note infractions where sites are not in full compliance with the Standards of Care. These Standard of Care infractions are submitted to shelter management, who have 7 days to investigate and resolve the infractions. The Committee must also make two announced site visits per year in order to survey clients and to give them the opportunity to discuss shelter conditions with members of the Committee. Surveys ask for client opinions on issues such as shelter safety, the professionalism of staff and whether or not meals that are provided meet their needs.

The Committee completed site visits at 21 of 21 sites during the 2<sup>nd</sup> Quarter of FY16-17, or 100% of the total mandated site visits for the reporting period. Of the 21 sites that were visited this quarter, 12 sites did not receive a single Standard of Care infraction. The Committee also conducted client surveys at 17 sites during the reporting period. Of the 183 clients that were surveyed, a 123 (67%) indicated that that they felt usually safe at city shelters and resource centers. 113 clients (61%) also indicated that they felt that staff were usually professional and treated them with respect. However, only 79 clients (43%) indicated that staff regularly stepped in to de-escalate arguments between clients. Additional information on the site visits infractions and client survey results can be found on pages 5-15 of this report.

#### *Standards of Care Client Complaints*

Clients are able to submit complaints regarding their experiences at shelters and resource centers to Committee staff by email, phone or in person. Sites have seven days to investigate client complaints before responding to complaints in writing. If clients are not satisfied with the site's response, they can request that the Committee conduct an investigation into their complaint.

The Committee received 45 Standard of Care complaints during the reporting period. The most frequent allegations received by the Shelter Monitoring Committee in client complaints were staff-related issues (78.4%), followed by health and hygiene issues (9.3%), facilities and access (11.3%) and ADA related issues (1.0%). Of the complaints submitted by clients this quarter, 3 (6.6%) are pending a response from the client while 28 (62.2%) were closed due to a lack of response from the client. 9 complaints (20.0%) were closed as a result of clients being satisfied with the site response. However, the Committee also received 5 responses (11.1%) that did not satisfy the client and required an investigation by Committee staff. The Committee completed investigations for two of these complaints this quarter and the remaining three are currently pending. Additional information on the investigations conducted this quarter can be found on pages 26-28 of this report.

***Trainings***

Shelter Monitoring Committee staff conducted a Standards of Care training for employees of St. Joseph's Family Center during the reporting period. The Standards of Care training provides an overview of the Standards of Care as well as how the Committee will check the sites to see if they are in compliance with the Standards through site visits and client complaints.

## I. SITE VISITS

The Committee was able to complete site visits at 21 of 21 assigned sites during the reporting period, or 100% of the mandated site visits for the 2<sup>nd</sup> Quarter of this fiscal year.

**Table 1: Site Visit Tally for FY 2016-2017**

Shelter and Resource Center	Number of Visits 1 <sup>st</sup> Qtr. July – September	Number of Visits 2nd Qtr. October – December	Total 2016-2017 FY
A Woman’s Place	1	1	2
AWPDI	1	1	2
Bethel AME	1	1	2
Compass	1	1	2
First Friendship	1	1	2
Hamilton Emergency Shelter	1	1	2
Hamilton Family Shelter	1	1	2
Hospitality House	1	1	2
Interfaith *seasonal shelter that operates from November through February	0	1	1
Jazzie’s Place	1	1	2
Lark Inn	1	1	2
MSC South Drop In	1	1	2
MSC South Shelter	1	1	2
MNRC	1	1	2
Next Door	1	1	2
Providence	1	1	2
Sanctuary	1	1	2
Santa Ana	1	1	2
Santa Marta/Santa Maria	1	1	2
St. Joseph’s	1	1	2
United Council	1	1	2
<b>Total</b>	<b>20</b>	<b>21</b>	<b>41</b>
<b>Assigned Number of Visits</b>	<b>20</b>	<b>21</b>	<b>82</b>
<b>Percentage of Compliance</b>	<b>100% Compliance for 1<sup>st</sup> Quarter</b>	<b>100% Compliance for 2<sup>nd</sup> Quarter</b>	<b>50% Compliance for FY16-17 (through 2<sup>nd</sup> Quarter only)</b>

Chart I: Breakdown of the Standards of Care that receive the most infractions from site visits 2<sup>nd</sup> Quarter 16-17

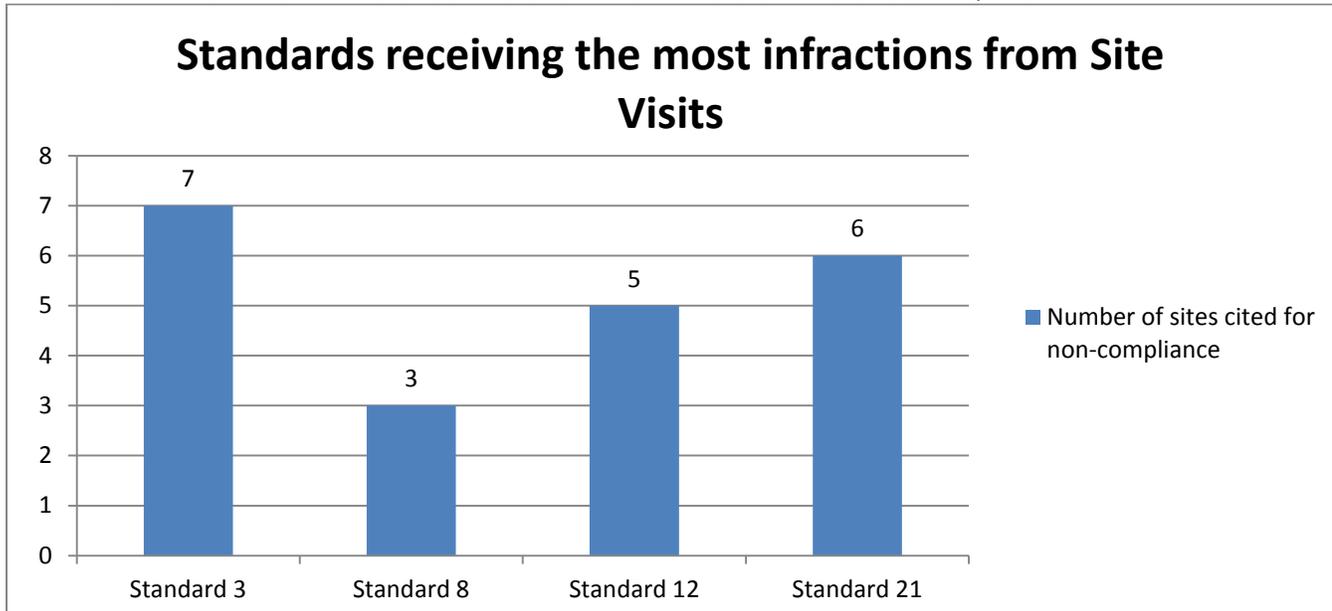


Chart I provides a breakdown of which of the Standards of Care were noted as having the most infractions during site visits and the number of sites that were cited for non-compliance.

**Standard 3:** Seven sites were cited for Standard 3 infractions, making it the Standard that sites had the most difficulty meeting. The most common reason why sites were cited for Standard 3 infractions was because bathroom fixtures such as hand dryers, soap dispensers and hand sanitizer dispensers needed repairs. Sites were also cited for Standard 3 infractions because supplies such as soap, hand sanitizer and toilet paper needed to be refilled.

**Standard 8:** Three sites were cited for not being in full compliance with Standard 8. Two sites were cited because they did not have reasonable accommodation forms available in English and Spanish, while the third site was cited because they did not have signage posted explaining shower rules and times.

**Standard 12:** Five sites were cited for not being in full compliance with Standard 12. All five sites were cited because they did not provide required bedding such as sheets or pillowcases. This is an ongoing issue at certain emergency shelters who are unable to launder bedding on site.

**Standard 21:** Six sites were cited for not fully complying with Standard 21. All six sites were cited because they did not have access to Language Link or another professional translation service that would allow staff to communicate with non-English speaking clients in their primary language.

### Site Visit Infractions

Of the 21 sites that were visited this quarter, 12 sites did not receive a single Standard of Care infraction. The following pages contain descriptions of the site infractions that were noted by Committee teams during visits to individual sites as well as client survey results. The Committee conducted client surveys at 17 of 21 sites during the 2<sup>nd</sup> Quarter. The Committee conducts client surveys at sites twice a year in order to gain the client perspective of San Francisco's shelters and resource centers. These surveys ask clients for their opinions on issues such as site safety, staff professionalism and if meals meet their needs.

#### *A Woman's Place*

**Site Visit date:** 10/26/16

The Committee visited the site once during the reporting period and noted the following SOC infractions:

- Standard 3: One hand dryer not working in 1<sup>st</sup> floor restroom, toilet paper needed to be refilled in 1<sup>st</sup> floor ADA bathroom stall – **Resolved**
- Standard 9: No menus posted in Spanish - **Resolved**
- Standard 10: No vegetarian meal option available - **Resolved**
- Standard 21: No Language Link or other professional translation service – **Resolved**

#### **Repeat infractions from previous quarter's site visit:**

- Standard 9: No menus posted in Spanish

#### Client survey results

Number of clients surveyed: 5

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this site?	0	1	2	1	1
Do staff treat you with respect and speak to you in a professional manner?	0	1	4	0	0
Do staff help de-escalate arguments between clients?	1	0	3	1	0
Is the sleeping area quiet at night?	0	1	3	1	0
Do meals provided here meet your needs?	0	1	1	2	1

How long have you been at this site?	Doesn't Apply	One Night	Less than a month	More than a month	More than 90 days
	0	0	2	1	2

*Findings: A majority of surveyed clients indicated that staff did not consistently speak to them in a respectful way, that staff did not consistently de-escalate arguments between clients and that sleeping areas were not always quiet at night. There was no consensus between surveyed clients about if they felt safe at the site or if meals met their needs.*

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

**Site Visit date:** 10/26/16

The Committee visited the site once during the reporting period and noted the following SOC infractions:

- Standard 3: 2 broken hand sanitizer dispensers in shelter area – **Resolved**
- Standard 8: Reasonable accommodation forms not available in English and Spanish – **Resolved**
- Standard 22: No bilingual English/Spanish speaking staff on duty – **Ongoing issue due to budget concerns, site has one bilingual English/Spanish speaking staff during weekends**

- Standard 26: No transportation services available for clients – **Ongoing due to lack of funding, clients referred to A Woman’s Place Shelter if they need tokens**

**Repeat infractions from previous quarter’s site visit:**

- Standard 8: No Spanish reasonable accommodation forms
- Standard 26: No transportation services available for clients – **Ongoing due to lack of funding, clients referred to A Woman’s Place Shelter if they need tokens**

***Bethel AME***

**Site Visit date:** 11/14/16

The Committee visited the site once during the reporting period and noted the following SOC infractions:

- Standard 12: No pillowcase – **Ongoing due to issues related to laundering bedding in emergency shelters**
- Standard 21: No Language Link or other professional translation service – **Ongoing due to lack of funding. Site does have access to staff that are proficient in English, Spanish, Tagalog, Mandarin, Cantonese.**

**Repeat infractions from previous quarter’s site visit:**

- Standard 12: No pillowcases – **Ongoing issue related to the laundering of bedding in emergency shelters**
- Standard 21: No Language Link or other professional translation service – **Ongoing due to lack of funding. Site does have access to staff that are proficient in English, Spanish, Tagalog, Mandarin, Cantonese.**

**Client survey results**

Number of clients surveyed: 8

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this site?	0	0	1	3	4
Do staff treat you with respect and speak to you in a professional manner?	0	0	2	1	5
Do staff help de-escalate arguments between clients?	1	0	3	2	2
Is the sleeping area quiet at night?	0	0	2	5	1
Do meals provided here meet your needs?	0	0	0	3	5
Has your “bed” ever been dropped? Have you ever lost a reservation at this site?	1	7	0	0	0

How long have you been at this site?	Doesn't Apply	One Night	Less than a month	More than a month	More than 90 days
	0	1	1	1	5

*Findings: A majority of surveyed clients indicated that staff always treated them with respect and that the meals always met their needs. A majority of surveyed clients also stated that they usually felt safe and that sleeping areas were usually quiet at night.*

**Compass Family Shelter**

**Site Visit date:** 10/20/16

The Committee visited the site once during the reporting period and did not note any SOC infractions.

**Client survey results**

Number of clients surveyed: 7

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this site?	0	0	0	2	5
Do staff treat you with respect and speak to you in a professional manner?	0	0	0	1	6
Do staff help de-escalate arguments between clients?	1	0	0	0	2
Is the sleeping area quiet at night?	0	0	0	2	5

How long have you been at this site?	Doesn't Apply	One Night	Less than a month	More than a month	More than 90 days
	0	0	3	3	1

*Findings: A majority of surveyed clients indicated that they always felt safe at the site, sleeping areas were always quiet and that staff always treated them with respect.*

**Dolores Street Community Services- Santa Marta/Maria**

**Site Visit date:** 12/8/16

The Committee visited the site once during the reporting period and did not note any SOC infractions.

**Client survey results**

Number of clients surveyed: 16 (also includes clients staying at Jazzie's Place due to shared facilities, services and staff)

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this site?	0	1	5	7	2
Do staff treat you with respect and speak to you in a professional manner?	0	0	5	5	6
Do staff help de-escalate arguments between clients?	0	0	0	7	8
Is the sleeping area quiet at night?	0	5	4	1	5
Do meals provided here meet your needs?	1	0	9	2	4
Has your "bed" ever been dropped? Have you ever lost a reservation at this site?	5	7	2	0	1

How long have you been at this site?	Doesn't Apply	One Night	Less than a month	More than a month	More than 90 days
	1	0	3	7	3

*Findings: A majority of surveyed clients indicated that staff were usually professional and that they consistently helped de-escalate arguments between clients. However, over half of the surveyed clients indicated that sleeping areas were not always quiet at night and that meals did not always meet their needs.*

***Dolores Street Community Services-Santa Ana*****Site Visit date:** 11/17/16

The Committee visited the site once during the reporting period and did not note any SOC infractions.

**Client survey results**

Number of clients surveyed: 5

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this site?	0	1	0	4	0
Do staff treat you with respect and speak to you in a professional manner?	0	1	2	2	0
Do staff help de-escalate arguments between clients?	2	1	0	2	0
Is the sleeping area quiet at night?	0	2	2	1	0
Do meals provided here meet your needs?	0	1	1	3	0
Has your "bed" ever been dropped? Have you ever lost a reservation at this site?	2	3	0	0	0

How long have you been at this site?	Doesn't Apply	One Night	Less than a month	More than a month	More than 90 days
	0	1	3	1	0

*Findings: A majority of surveyed clients indicated that they often felt safe at the site and that meals often met their needs. However, surveyed clients also indicated that staff did not consistently treat them with respect and that sleeping areas were not always quiet at night.*

***First Friendship Emergency Family Shelter*****Site Visit date:** 12/12/16

The Committee conducted one site visit to the site during the reporting period and noted the following Standards of Care infractions:

- Standard 12: No sheets or pillowcases – **Ongoing due to issues related to laundering bedding in emergency shelters**
- Standard 21: No Language Link or other professional translation service - **Ongoing due to lack of funding. Site does have access to staff that are proficient in English, Spanish, Tagalog, Mandarin, Cantonese.**

**Repeat infractions from previous quarter's site visit:**

- Standard 12: No pillowcases - **Ongoing due to issues related to laundering bedding in emergency shelters**
- Standard 21: No Language Link or other professional translation service - **Ongoing due to lack of funding. Site does have access to staff that are proficient in English, Spanish, Tagalog, Mandarin, Cantonese.**

**Client survey results**

Number of clients surveyed: 8

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this site?	0	1	3	1	3
Do staff treat you with respect and speak to you in a professional manner?	0	1	3	2	2
Do staff help de-escalate arguments between clients?	0	0	5	0	3
Is the sleeping area quiet at night?	0	2	5	1	0
Do meals provided here meet your needs?	0	0	5	2	1

How long have you been at this site?	Doesn't Apply	One Night	Less than a month	More than a month	More than 90 days
	0	0	0	3	5

*Findings: There was no consensus from surveyed clients about whether or not they felt safe at the site or if staff spoke to them in a respectful manner. However, nearly all survey responders indicated that the sleeping area is not quiet at First Friendship.*

### ***Hamilton Family Residences***

**Site Visit date:** 12/21/16

The Committee visited the site once during the reporting period and did not note any SOC infractions.

### ***Hamilton Emergency Shelter***

**Site Visit date:** 12/21/16

The Committee visited the site once during the reporting period and did not note any SOC infractions.

### ***Hospitality House***

**Site Visit date:** 12/14/16

The Committee visited the site once during the reporting period and did not note any SOC infractions.

### **Client survey results**

Number of clients surveyed: 4

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this site?	0	0	2	1	1
Do staff treat you with respect and speak to you in a professional manner?	0	0	1	1	2
Do staff help de-escalate arguments between clients?	0	0	1	0	3
Is the sleeping area quiet at night?	0	0	1	2	1
Do meals provided here meet your needs?	0	0	3	0	1

How long have you been at this site?	Doesn't Apply	One Night	Less than a month	More than a month	More than 90 days
	0	1	1	2	0

*Findings: A majority of surveyed clients indicated that staff always help de-escalate arguments between clients and that staff usually treat them with respect. However, most surveyed clients also indicated that meals did not consistently meet their needs and that they did not always feel safe at the site.*

***Interfaith Emergency Winter Shelters*****Site Visit infractions submitted to site: 12/21/17**

The Committee conducted one site visit to the site during the reporting period and noted the following Standards of Care infractions:

- Standard 3: No hand sanitizer provided – **Resolved**
- Standard 8: No reasonable accommodation forms in English and Spanish – **Resolved**
- Standard 9: Menus not posted in English and Spanish – **Resolved**
- Standard 12: Two sheets and pillowcases not provided to clients – **Ongoing issue related to the laundering of sheets at emergency shelters**
- Standard 15: No storage provided to clients – **Resolved**
- Standard 19: Less than 22 inches between sleeping mats – **Resolved**
- Standard 22: No bilingual English/Spanish speaking staff on duty - **Resolved**
- Standard 23: No emergency exit plans posted throughout shelter – **Resolved**

***Jazzie's Place*****Site Visit date: 12/8/16**

The Committee visited the site once during the reporting period and did not note any SOC infractions.

**Client survey results**

Number of clients surveyed: 16 (also includes clients staying at Santa Marta/Maria due to shared facilities, services and staff)

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this site?	0	1	5	7	2
Do staff treat you with respect and speak to you in a professional manner?	0	0	5	5	6
Do staff help de-escalate arguments between clients?	0	0	0	7	8
Is the sleeping area quiet at night?	0	5	4	1	5
Do meals provided here meet your needs?	1	0	9	2	4
Has your "bed" ever been dropped? Have you ever lost a reservation at this site?	5	7	2	0	1

How long have you been at this site?	Doesn't Apply	One Night	Less than a month	More than a month	More than 90 days
	1	0	3	7	3

*Findings: A majority of surveyed clients indicated that staff were professional and that they helped de-escalate arguments between clients. However, over half of the surveyed clients indicated that sleeping areas were not always quiet at night and that meals did not always meet their needs.*

***Lark Inn*****Site Visit date: 12/5/16**

The Committee conducted one visit to this site during the reporting period and noted the following Standards of Care infractions:

- Standard 3: Large puddle of standing water in men's restroom, approx. 1 inch deep in certain areas; ADA handheld showerhead leaking from bottom (men's restroom); ADA showerhead holder/wall mount broken (men's restroom) – **Pending, complete renovations of shelter restrooms underway**

- Standard 6: No antibiotic ointment in first aid kit – **Resolved**
- Standard 8: No signage posted listing shower times - **Resolved**
- Standard 9: No menus posted in English/Spanish – **Resolved**
- Standard 17: No signage noting status of repairs for broken urinal and showerhead holder in men’s restroom – **Resolved**
- Standard 21: No Language Link or other professional translation service – **Resolved, signs posted and staff trained on how to use Language Link**

**Repeat infractions from previous quarter’s site visit:**

- Standard 3: Men’s restroom needed cleaning, broken showerhead holder
- Standard 17: No signage noting status of repairs

**Client survey results**

Number of clients surveyed: 8

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this site?	0	0	1	4	3
Do staff treat you with respect and speak to you in a professional manner?	0	0	2	3	3
Do staff help de-escalate arguments between clients?	0	0	2	3	3
Is the sleeping area quiet at night?	0	1	3	3	1
Do meals provided here meet your needs?	0	0	0	1	3

How long have you been at this site?	Doesn't Apply	One Night	Less than a month	More than a month	More than 90 days
	0	1	2	5	0

*Findings: A majority of surveyed clients indicated that they consistently feel safe at the site, that meals usually meet their needs and that staff usually treat them with respect and de-escalate arguments. There was no consensus from surveyed clients about whether or not sleeping areas were quiet at night.*

***Mission Neighborhood Resource Center***

**Site Visit date:** 12/13/16

The Committee visited the site once during the reporting period and did not note any SOC infractions.

**Client survey results**

Number of clients surveyed: 10

Survey Question	Yes	No
Do staff treat you with respect?	8	1
Do you feel discriminated against because of your age, disability, gender, race, religion, sexual orientation or transgender status?	3	7
Do you feel safe at this site?	10	0

*Findings: A majority of surveyed clients indicated that staff treat them with respect, that they felt safe at the site and that they did not feel discriminated against.*

***MSC South Drop-In***

**Site Visit date:** 12/13/16

The Committee visited the site once during the reporting period and did not note any SOC infractions.

**Client survey results**

Number of clients surveyed: 12

Survey Question	Yes	No
Do staff treat you with respect?	7	5
Do you feel discriminated against because of your age, disability, gender, race, religion, sexual orientation or transgender status?	5	7
Do you feel safe at this site?	9	2

*Findings: A majority of surveyed clients indicated that they felt safe at the site. A little more than half of surveyed clients indicated that staff treated them with respect and that they did not feel discriminated against.*

***MSC South Shelter***

**Site Visit date:** 11/29/16

The Committee visited the site once during the reporting period and did not note any SOC infractions.

**Client survey results**

Number of clients surveyed: 15

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this site?	0	3	4	2	6
Do staff treat you with respect and speak to you in a professional manner?	0	3	4	1	7
Do staff help de-escalate arguments between clients?	0	1	3	5	6
Is the sleeping area quiet at night?	0	2	6	2	5
Do meals provided here meet your needs?	1	3	5	0	5
Has your "bed" ever been dropped? Have you ever lost a reservation at this site?	2	8	2	1	2

How long have you been at this site?	Doesn't Apply	One Night	Less than a month	More than a month	More than 90 days
	0	0	4	7	5

*Findings: There was no consensus between surveyed clients about whether they felt safe at the site, if staff consistently treated them with respect and if sleeping areas were quiet at night. A majority of surveyed clients indicated that staff consistently de-escalated arguments between clients and that meals did not always meet their needs.*

***Next Door***

**Site Visit date:** 11/7/16

The Committee conducted one visit to this site during the reporting period and noted the following Standard of Care infractions:

- Standard 3: Broken soap dispenser, mold on back of ADA shower chair – **Resolved**
- Standard 9: No menu posted in Spanish – **Resolved**

- Standard 17: No signage posted noting facility issues and status of repairs – **Resolved**

**Repeat infractions from previous quarter’s site visit:**

- Standard 3: 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> floor bathrooms needed additional cleaning
- Standard 17: No signage posted noting facility issues and status of repairs

**Client survey results**

Number of clients surveyed: 27

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this site?	0	8	9	6	4
Do staff treat you with respect and speak to you in a professional manner?	0	4	13	6	4
Do staff help de-escalate arguments between clients?	0	6	15	5	1
Is the sleeping area quiet at night?	0	6	12	8	1
Do meals provided here meet your needs?	2	10	6	6	2
Has your “bed” ever been dropped? Have you ever lost a reservation at this site?	6	14	5	1	1

How long have you been at this site?	Doesn't Apply	One Night	Less than a month	More than a month	More than 90 days
	0	1	7	7	12

*Findings: Over half of surveyed clients indicated that they did not consistently feel safe at the site, that staff did not consistently step in to de-escalate arguments and that they were not always professional when speaking to clients. A majority of surveyed clients also indicated that sleeping areas were not consistently quiet at night and over a third of surveyed clients indicated that meals never met their needs.*

***Providence Emergency and Providence Family Shelter***

**Site Visit date:** 11/14/16

The Committee conducted one visit to this site during the reporting period and noted the following Standard of Care infractions:

- Standard 3: Hand sanitizer needed to be refilled – **Resolved**
- Standard 12: Standard 12: No sheets or pillowcases provided to clients – **Ongoing issue related to laundering of sheets, two blankets given instead of sheets**
- Standard 21: No Language Link or other professional translation service - **Ongoing due to lack of funding. Site does have access to staff that are proficient in English, Spanish, Tagalog, Mandarin, Cantonese.**

**Repeat infractions from previous quarter’s site visit:**

- Standard 12: Standard 12: No sheets or pillowcases provided to clients – **Ongoing issue related to laundering of sheets, two blankets given instead of sheets**

**Client survey results**

Number of clients surveyed: 13

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this site?	0	0	2	4	7
Do staff treat you with respect and speak to you in a professional manner?	0	0	2	1	10
Do staff help de-escalate arguments between clients?	0	0	1	3	9
Is the sleeping area quiet at night?	0	1	2	2	8
Has your "bed" ever been dropped? Have you ever lost a reservation at this site?	1	9	0	1	1

How long have you been at this site?	Doesn't Apply	One Night	Less than a month	More than a month	More than 90 days
	0	2	2	2	7

*Findings: A majority of clients indicated that they always felt safe at the site and that staff were professional and helped de-escalate arguments between clients. A majority of clients also indicated that sleeping areas were always quiet at night.*

**Sanctuary**

**Site Visit date:** 10/24/16

The Committee visited the site once during the reporting period and did not note any SOC infractions.

**Client survey results**

Number of clients surveyed: 26

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this site?	0	3	6	8	9
Do staff treat you with respect and speak to you in a professional manner?	0	2	6	7	11
Do staff help de-escalate arguments between clients?	1	1	9	6	9
Is the sleeping area quiet at night?	0	4	9	7	6
Do meals provided here meet your needs?	0	2	8	13	3
Has your "bed" ever been dropped? Have you ever lost a reservation at this site?	3	15	3	3	2

How long have you been at this site?	Doesn't Apply	One Night	Less than a month	More than a month	More than 90 days
	1	0	4	12	9

*Findings: Over half of surveyed clients indicated that they consistently felt safe at Sanctuary, that staff were professional and helped de-escalate arguments and that meals usually met their needs. However, half of surveyed clients indicated that sleeping areas were not consistently quiet at night.*

**St. Joseph's Family Shelter**

**Site Visit date:** 11/9/16

The Committee visited the site once during the reporting period and did not note any SOC infractions.

**Client survey results**

Number of clients surveyed: 7

Survey Question	Doesn't Apply	Never	Sometimes	Often	Always
Do you feel safe at this site?	0	0	1	1	5
Do staff treat you with respect and speak to you in a professional manner?	1	0	3	2	0
Do staff help de-escalate arguments between clients?	3	1	1	0	2
Is the sleeping area quiet at night?	1	0	1	2	3
Do meals provided here meet your needs?	0	0	2	2	3

How long have you been at this site?	Doesn't Apply	One Night	Less than a month	More than a month	More than 90 days
	1	0	0	4	2

*Findings: A majority of surveyed clients indicated that they always felt safe at St. Joseph's, that sleeping areas were consistently quiet and that meals usually met their needs. However, there was no consensus on if staff consistently spoke to clients in a respectful manner or if staff helped de-escalate arguments between clients.*

**United Council – Mother Brown's**

**Site Visit date:** 11/22/16

The Committee conducted one visit to this site during the reporting period and noted the following Standard of Care infractions:

- Standard 3: No soap or hand sanitizer provided in one restroom, one broken soap dispenser in the other restroom - **Ongoing, soap still kept outside of restrooms but hand sanitizer dispenser for restroom has been purchased**
- Standard 17: No signage noting facility problem and when they would be repaired – **Resolved**
- Standard 21: No Language Link or other professional translation service available – **Pending, site is currently searching for professional translation service**

**Repeat infractions from previous quarter's site visit:**

- Standard 17: No signage noting facility issues and when they would be repaired
- Standard 21: No Language Link or other professional translation service available

**Client survey results**

Number of clients surveyed: 12

Survey Question	Yes	No
Do staff treat you with respect?	8	4
Do you feel discriminated against because of your age, disability, gender, race, religion, sexual orientation or transgender status?	4	8
Do you feel safe at this site?	10	2

*Findings: A majority of surveyed clients indicated that staff treated them with respect, that they felt safe at the site and that they did not feel discriminated against.*

## II. STANDARD OF CARE CLIENT COMPLAINTS

There were 45 Standard of Care complaints filed by clients from October 1 to December 31, 2016. The table below provides a breakdown of the number of complaints per site and the status of the complaints themselves. A complaint can include allegations of non-compliance for one Standard or multiple Standards. In addition, each complaint can contain multiple allegations of violations of the same Standard of Care. For example, a client alleged the staff did not have their identification (Standard 25), a lack of soap (Standard 3), a lack of paper towels (Standard 3) and lack of a pillow (Standard 12). The Standards of Care complaints fall into four areas of compliance that are depicted in Chart 2:

There are five status categories for complaints:

***Open*** – Indicates that the site has yet to respond to the complaint filed by the client.

***Closed*** – Indicates that the client who initiated the complaint agrees with the site's response.

***Not Satisfied*** – Indicates that the client who initiated the complaint did not agree with the site's response. Responses that are not satisfactory for the client are investigated by the Committee. The Committee's investigation reports are provided to the client, HSH and shelter management.

***Pending*** – Indicates that the site has responded to the complaint and that the Committee is waiting for the client to indicate whether or not they agree with the site's response.

***No Contact*** – Indicates that the contact information the client provided at the time of the initial complaint is no longer valid or the client did not have contact information when making the initial complaint and has not returned within the 45-day requirement to review the site's response.

**Table II: Standard of Care Complaints Tally Per Site for 2nd Quarter 2016-2017**

Site	Client Capacity	# of Complainants	# of Complaints filed	Status of Complaints	Investigations
<b>A Woman's Place</b>	11 mats	4	4	Closed (1) No Contact (3)	None
<b>A Woman's Place Drop In</b>	63 chairs	2	2	No Contact (2)	None
<b>Bethel AME</b>	30 mats	2	2	Pending (2)	None
<b>Compass</b>	22 families	0	0	N/A	None
<b>First Friendship</b>	25 families	1	1	Closed (1)	None
<b>Hamilton Emergency Shelter</b>	46 beds, 8 cribs	0	0	N/A	None
<b>Hamilton Family Shelter</b>	27 families	0	0	N/A	None
<b>Hospitality House</b>	30 beds/mats	1	1	No Contact (1)	None
<b>Interfaith</b> (seasonal emergency shelter that operates from November through February)	60-100 mats depending on the site	0	0	N/A	None
<b>Jazzie's Place</b>	24 beds	4	5	Pending (1) No Contact (3) Not Satisfied (1)	Pending (1)
<b>Lark Inn</b>	40 beds	0	0	N/A	None
<b>MSC South Drop In</b>	70 chairs	0	0	N/A	None
<b>MSC South Shelter</b>	340 beds	3	4	Closed (2) No Contact (2)	None
<b>MNRC</b>	75 chairs	0	0	N/A	None
<b>Next Door</b>	334 beds	16	24	Closed (5) Not satisfied (3) No Contact (16)	Completed (1) Pending (2)
<b>Providence</b>	110 mats	0	0	N/A	None
<b>Sanctuary</b>	200 beds	1	1	Not Satisfied (1)	Completed (1)
<b>Santa Ana</b>	28 beds	0	0	N/A	None
<b>Santa Marta/Santa Maria</b>	56 beds	1	1	No Contact (1)	None
<b>St. Joseph's</b>	10 families	0	0	N/A	None
<b>United Council</b>	48 chairs	0	0	N/A	None
<b>Totals</b>	<b>Single adult: 1203 beds/mats</b> <b>Interfaith: 60-100 mats</b> <b>Resource Centers: 256 chairs</b> <b>Family: 84 family rooms, 46 beds and 8 cribs</b>	<b>35</b>	<b>45</b>	<b>Closed (9)</b> <b>Pending (3)</b> <b>Not Satisfied (5)</b> <b>No Contact (28)</b>	<b>Completed (2)</b> <b>Pending (3)</b>

Chart II: Standard of Care Complaint Alleged Violation Breakdown, 2nd Quarter, 2016-2017

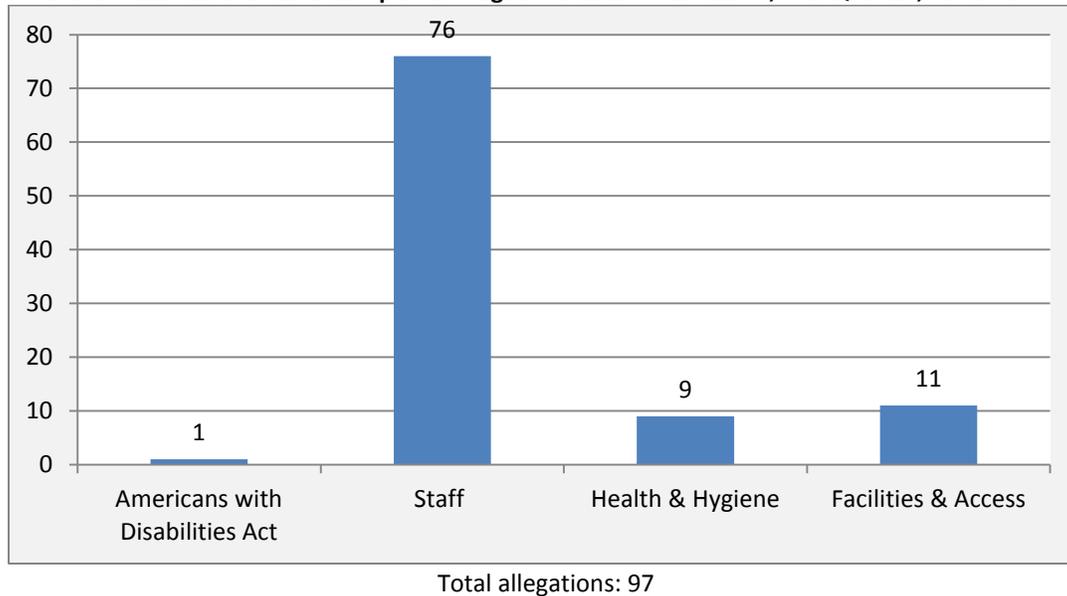


Chart II, the *Standard of Care Complaint 2nd Quarter Breakdown*, provides an overview of the type of complaints that were filed with the Committee. This chart does not provide the outcomes of each complaint. Instead, it provides an overview of the types of complaints received in the quarters. At the end of each fiscal year, there is a report that breaks down the types of complaints generated at each site and the outcome of each of that site's specific complaints. The quarterly reports are intended to provide an overview of the type of complaint received. Table II, *Standard of Care Complaints Tally Per Site*, on page 17, provides the outcomes of complaints generated by clients and the Committee.

### ***Staff***

The staff category refers to four Standards [1, 2, 25 & 31] that focus on how the client is treated at the site and by staff, including how staff identifies themselves through the use of photo identification or name tags and the amount of training they have received.

### ***Americans with Disabilities Act (ADA)***

The ADA category refers to Standard 8 and the majority of complaints in this category focus on either a lack of or a denial of access through an accommodation request or a facility problem.

### ***Health & Hygiene***

This category refers to 11 Standards focusing on meals, access to toiletries, and stocked first aid kits. The 11 Standards include Standards 3, 4, 5, 6, 7, 9, 10, 11, 13, 19, and 30.

### ***Facility & Access***

Sixteen Standards make up this category. The Standards that make up this area are 12, 14, 15, 16, 17, 18, 20, 21, 22, 23, 24, 26, 27, 28, 29, and 32.

Chart III: Breakdown of Staff-related allegations in client complaints



Total number of Staff-related allegations: 76

Out of the four Standards of Care categories, the Staff category consistently receives the most client complaints and allegations. Chart III breaks down the Staff-related allegations in client complaints into more specific categories.

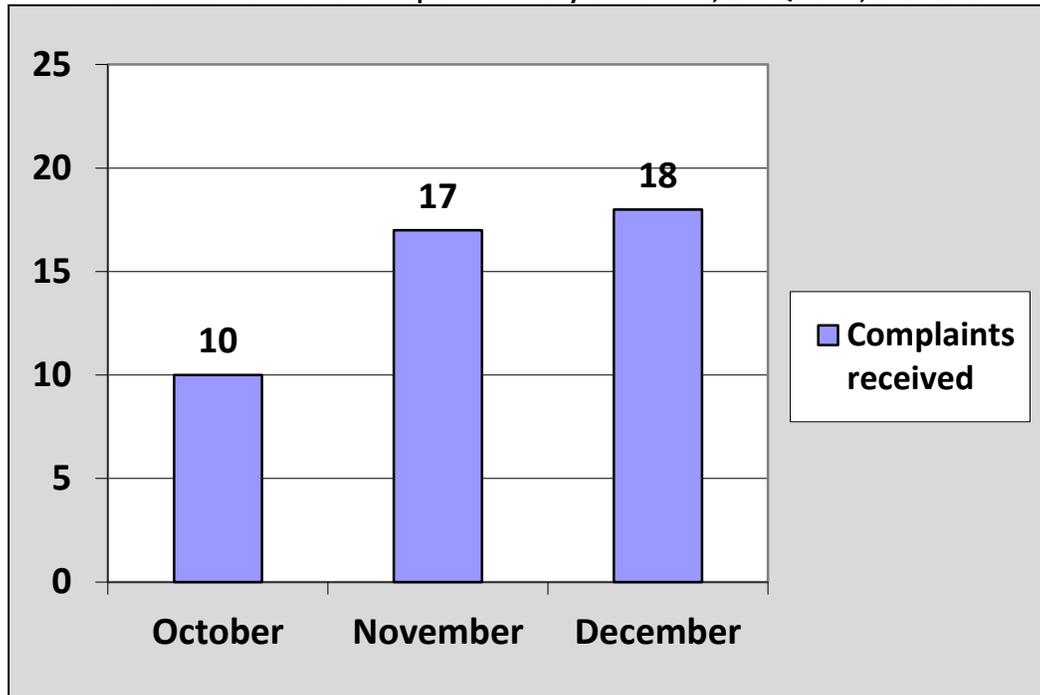
With 37 allegations this quarter, the most common allegation of staff misconduct listed in client complaints are allegations of unprofessional or disrespectful behavior or language towards shelter clients. This category contains allegations of staff speaking to clients using profanity, yelling at clients, sleeping on duty or other unprofessional behavior.

The second most common allegation of staff misconduct is related allegations of staff failing to provide a safe environment for shelter clients. These include allegations of shelter staff not properly addressing instances of verbal threats or physical violence taking place inside shelters. The Committee received 31 allegations of this type during the reporting period.

The third most common allegation of staff misconduct are allegations of staff not following shelter policies or procedures. The Committee received 6 allegations of this type this quarter. These allegations involve staff not providing reasonable accommodations, laundry vouchers or MUNI tokens to eligible clients.

The categories with the fewest allegations of staff misconduct this quarter were complaints about staff showing favoritism to clients. The Committee received 2 complaints of this type this quarter.

Chart IV: Standard of Care Complaint Monthly Breakdown, 2nd Quarter, 2016-2017



### Client Complaints and Allegations by Site

#### *A Woman's Place*

This site received four complaints from four unduplicated clients during the reporting period:

- Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 13: Make shelter facility available to shelter clients for sleeping at least 8 hours per night - 1 allegation
  - **Complaint is closed due to No Contact from the client.**
- Complaint #2:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence – 3 allegations
  - **Complaint is closed due to client satisfaction with the site's response.**
- Complaint #3:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - Standard 3: Provide...paper/hand towels...at least one bath size towel...and hire janitorial staff to clean shelters on a daily basis – 1
  - Standard 9: Hire a nutritionist who shall develop all meal plans... - 1 allegation
  - **The site has responded to this complaint but it is still open pending the client's response.**
- Complaint #4:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **The site has responded to this complaint but it is still open pending the client's response.**

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

This site received two complaints from two unduplicated clients during the reporting period:

- Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 2 allegations
  - **Complaint is closed due to No Contact from the client.**
- Complaint #2:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 2 allegations
  - **Complaint is closed due to No Contact from the client.**

### ***Bethel AME***

This site received two complaints from two unduplicated clients during the reporting period:

- Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - **Site has responded to the complaint, but complaint is still open pending the client's response.**
- Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - **Site has responded to the complaint, but complaint is still open pending the client's response.**

### ***Compass***

This site did not receive any Standards of Care complaints during this reporting period.

### ***First Friendship***

This site received one complaint during the reporting period:

- Complaint #1:
  - Standard 3: ...clean shelters on a daily basis – 4 allegations
  - **Complaint is closed due to client satisfaction with the site's response.**

### ***Hamilton Emergency Shelter***

This site did not receive any Standards of Care complaints during this reporting period.

### ***Hamilton Family Shelter***

This site did not receive any Standards of Care complaints during this reporting period.

### ***Hospitality House***

This site received one complaint during the reporting period:

- Complaint #1:
  - Standard 1: Treat all clients equally, with respect and dignity... - 2 allegations
  - Standard 3: Provide liquid soap...in each bathroom... - 1 allegation
  - Standard 12: Provide shelter clients with...clean sheets... - 1 allegation
  - Standard 31: Annual all staff mandatory trainings....safe and appropriate action with clients... - 1 allegation
  - **Complaint is closed due to No Contact from the client.**

### ***Interfaith Winter Shelter***

This site did not receive any Standards of Care complaints during this reporting period.

### ***Jazzie's Place***

This site received five complaints from four unduplicated clients during the reporting period:

- Client #1, Complaint #1:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 3 allegations
  - **Complaint is closed due to No Contact from the client.**
- Client #1, Complaint #2:
  - Standard 1: Treat all clients equally, with respect and dignity... - 2 allegations
  - **Site has responded to this complaint, but the complaint is still open pending the client's response.**
- Client #2:
  - Standard 1: Treat all clients equally, with respect and dignity... - 1 allegation
  - **Complaint is closed due to No Contact from the client.**
- Client #3:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 2 allegations
  - **The client was not satisfied with the site's response and requested an investigation into the complaint. The investigation into this complaint is currently pending.**
- Client #4:
  - Standard 1: Treat all clients equally, with respect and dignity... - 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  - **Complaint is closed due to No Contact from the client.**

### ***Lark Inn***

This site did not receive any Standards of Care complaints during this reporting period.

### ***Mission Neighborhood Resource Center***

This site did not receive any Standards of Care complaints during this reporting period.

### ***MSC South Drop-In***

This site did not receive any Standards of Care complaints during this reporting period.

### ***MSC South Shelter***

This site received four complaints submitted by three unduplicated clients during the reporting period:

- Client #1, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  - **Complaint is closed due to client satisfaction with the site's response.**
- Client #1, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to client satisfaction with the site's response.**
- Client #2:
  - Standard 1: Treat clients equally, with respect and dignity – 5 allegations
  - **Complaint is closed due to No Contact from the client**

- Client #3:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 3 allegations
  - **Complaint is closed due to No Contact from the client**

### *Next Door*

This site received twenty-four complaints submitted by sixteen unduplicated clients during the reporting period:

- Client #1:
  - Standard 1: Treat clients equally, with respect and dignity – 3 allegations
  - **Complaint is closed due to No Contact from the client**
- Client #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #3:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  - Standard 13: Make shelter facility available...for sleeping at least 8 hours per night – 1 allegation
  - **Complaint is closed due to client satisfaction with the site's response.**
- Client #4:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 15: Provide shelter clients with...storage inside each shelter... - 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #5:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 3 allegations
  - Standard 9: Engage a nutritionist, who shall develop all meal plans... - 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #6, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #6, Complaint #2:
  - Standard 28: Provide clients with access to free laundry services with hot water and dryer... - 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #7:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to client satisfaction with the site's response.**
- Client #8, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #8, Complaint #2:
  - Standard 28: Provide clients with free laundry services with hot water and dryer – 1 allegation

- **The client was not satisfied with the site's response and requested an investigation into the complaint. The investigation into this complaint is currently pending.**
- Client #8, Complaint #3:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 2 allegations
  - **The client was not satisfied with the site's response and requested an investigation into the complaint. The investigation into this complaint is currently pending.**
- Client #9, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 16: Provide shelter clients with access to electricity for charging... - 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #9, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #10, Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - **Complaint is closed due to client satisfaction with the site's response.**
- Client #10, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  - Standard 21: Communicate with each client in the client's primary language... - 1 allegation
  - **Complaint is closed due to client satisfaction with the site's response.**
- Client #11:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - Standard 8: Provide shelter services in compliance with the Americans with Disabilities Act (ADA)... - 1 allegation
  - **The client was not satisfied with the site's response and requested an investigation into the complaint. Additional information on the investigation into this complaint can be found on pages 26-28.**
- Client #12:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #13, Complaint #1:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 2 allegations
  - Standard 13: Make shelter facility available...for sleeping at least 8 hours per night – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #13, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 2 allegations
  - **Complaint is closed due to No Contact from the client**
- Client #14, Complaint #1:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  - **Complaint is closed due to No Contact from the client**

- Client #14, Complaint #2:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #14, Complaint #3:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #15:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 1 allegation
  - **Complaint is closed due to No Contact from the client**
- Client #16:
  - Standard 2: Provide shelter services in an environment that is safe and free of physical violence... - 3 allegations
  - **Complaint is closed due to client satisfaction with the site's response.**

### *Providence*

This site did not receive any Standards of Care complaints during this reporting period.

### *Sanctuary*

This site received one complaint during the reporting period:

- Complaint #1:
  - Standard 3: ...clean shelters on a daily basis – 1 allegation
  - **The client was not satisfied with the site's response and requested an investigation into the complaint. Additional information on the investigation into this complaint can be found on pages 26-28.**

### *Santa Ana:*

This site did not receive any Standards of Care complaints during this reporting period.

### *Santa Martha/Santa Maria*

This site received one complaint submitted by a client during the reporting period:

- Complaint #1:
  - Standard 1: Treat clients equally, with respect and dignity – 1 allegation
  - **Complaint is closed due to No Contact from the client**

### *St. Joseph's:*

This site did not receive any Standards of Care complaints during this reporting period.

### *United Council*

This site did not receive any Standards of Care complaints during this reporting period.

## Investigations

Clients who receive unsatisfactory responses to complaints can request a Committee investigation. Committee staff completed three investigations during the reporting period: Two investigations were completed at Next Door, one for a complaint filed during the 1<sup>st</sup> Quarter and the other for a complaint filed during the 2<sup>nd</sup> Quarter of this fiscal year. There was also one investigation was completed at Sanctuary for a complaint that was submitted to the Committee in the 2<sup>nd</sup> Quarter.

### *Next Door* **Investigation #1**

The complainant stated that she is wheelchair bound and alleged that Next Door was not making reasonable accommodations to shelter rules and policies to accommodate her needs. The complainant alleged that she did not have access to an ADA-accessible shower, toilet facilities or an electrical outlet to charge her electric wheelchair on the 4th floor of the site where her bed was located. The complainant stated that she was offered different beds, but alleged that they were inappropriate because they were top bunks or inaccessible due to how narrow the aisles between beds were. The complainant also alleged that staff were hostile when she asked them for assistance.

In the response, Next Door stated that they offered bed changes to the complainant on two separate occasions but the complainant refused both times because the beds did not meet her specific desire for a bed against the wall right by an electrical outlet. Next Door's response also denied the complainant's allegations that she did not have access to an outlet or ADA-accessible bathroom, shower and electrical outlet on the 4th floor of the site.

The complainant requested an investigation because she disputed the portion of Next Door's response that said she had access to an ADA-accessible restroom and shower facilities on the 4th floor of the site.

### *Findings*

After inspecting the 4th floor restroom and shower, Committee staff determined that the complainant was given access to appropriate ADA-accessible restroom and shower. The investigation team confirmed that the ADA-bathroom stall was equipped with grab bars and that there was sufficient space for a wheelchair. The investigation team was also able to confirm the presence of grab bars, shower chairs and a handheld ADA-showerhead in the 4th floor ADA-accessible shower stall.

As a result of these findings, the Committee finds that Next Door is in compliance with Standard 8 of the Standards of Care.

### *Recommendations*

The Committee recommended that the shelter management continue to work with the complainant to give her access to additional ADA restroom/shower facilities throughout the site.

### *Next Door* **Investigation #2**

The complainant states her property was bagged up by shelter staff after she was denied services and that a Louis Vitton purse was included in her belongings. The complainant alleged that when she returned to pick up her belongings, her Louis Vitton purse was not included with the rest of her property.

In the response, Next Door stated that all clients are informed that the site is not responsible for lost or stolen property. The site also responded by saying that prior to storage, the majority of the complainant's possessions

were bagged by the complainant herself. The response also stated that all supervisors and shelter staff were reminded of the policy surrounding bagging and tagging of client property.

The complainant requested an investigation because she did not believe that Next Door was provide secure property storage for shelter clients.

Shelter Monitoring Committee staff made an unannounced visit to Next Door in order to inspect property storage records and the storage room in order to determine if the site was provide secure storage for client property.

### ***Findings***

Committee staff randomly selected 12 pieces of property belonging to 8 different clients from the Property Storage Log and attempted to verify their presence in Next Door's property storage room:

Client #1: 1 bag of client property: Verified

Client #1: 1 medical walker: Verified

Client #1: 1 pair of crutches: Verified

Client #4: 1 bag of client property: Verified

Client #5: 2 bags of client property: Verified

Client #6: 1 bag of client property: Verified

Client #6: 1 tote bag: Verified

Client #7: 1 bag of client property: Verified

Client #8: 3 bags of client property: Verified

Committee staff were able to verify that all 12 pieces of client property were properly labeled and stored inside Next Door's property storage room. As a result of these findings, Next Door was found to be in compliance with Standard 15 of the Standards of Care.

### ***Sanctuary***

#### **Investigation #1**

The complainant submitted a complaint alleging that there was an insect and worm infestation at Sanctuary. The complainant also alleged that Sanctuary had served meals containing blood worms on multiple occasions.

In the response, Sanctuary stated that shelter management had met with the complainant to address his concerns. The response stated that they discovered that the complainant recently had to deal with a bed bug infestation, which was promptly addressed by shelter staff. The response also stated that shelter management asked the complainant for documentation from his medical provider to support his claims of being infested by blood worms but that the complainant refused to provide any until after he took legal action against ECS and the City of San Francisco. Shelter management also stated in the response that they had evaluated the cleanliness of the kitchen and dining room area at Sanctuary and could not find any worms or other insects. Sanctuary management concluded the response by stating that they felt that they had exhausted all remedies to address the complainant's allegations and that they had yet to receive any complaints from other clients which validate his claims.

The complainant requested an investigation because he did not agree with the portions of Sanctuary's response stating that there was no insect/worm infestation at Sanctuary and that the site had exhausted all remedies to address his concerns.

Shelter Monitoring Committee staff made an unannounced visit to Sanctuary in order to conduct a visual inspection of the complainant's bed and the site's kitchen for worms and insects as well as to review pest spraying records from Dewey Pest Control.

***Findings***

Committee staff discovered during the investigation that the complainant was no longer staying at Sanctuary and that his bed had been given to another client. Committee staff conducted a visual inspection of the bed the complainant was using while he was staying at Sanctuary as well as the area surrounding the bed and did not find any evidence of worms or other insects. Committee staff also conducted an inspection of the Sanctuary's kitchen facilities (including floors, vents and food prep areas) but did not find any evidence of worms or insects. Committee staff also reviewed Sanctuary's pest spraying records for the past three months, which indicated that Dewey Pest Control had completed monthly sprayings of the interior of Sanctuary for bed bugs, roaches, mice and rats.

As a result of these findings, the Committee staff found that Sanctuary was in compliance with Standard 3 of the Standards of Care.

### III. MEMBERSHIP

The end of the 2<sup>nd</sup> Quarter of the FY 16-17 also marked the end of the 2015-2016 Shelter Monitoring Committee term. As a result, all 13 Committee seats expired on December 31, 2016.

The Local Homeless Coordinating Board appointed four members for the Committee's 2017-2018 term on July 11<sup>th</sup>, 2016:

- Local Homeless Coordinating Board Seat 1: Member shall have experience providing direct service to the homeless through a community setting
  - **Seat filled with the appointment of Committee Member Jonathan Lisan**
- Local Homeless Coordinating Board Seat 2: Member shall have experience providing direct service to the homeless through a community setting and be formerly homeless
  - **Seat filled with the appointment of Committee Member Gavin James**
- Local Homeless Coordinating Board Seat 3: Member shall be selected from a list of candidates that are nominated by community agencies that provide behavioral health, housing placement, or other services to homeless individuals.
  - **Seat filled with the appointment of Committee Member Mwangi Mukami**
- Local Homeless Coordinating Board 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.
  - **Seat filled with the appointment of Committee Member Stephen Irwin**

The Mayor's Office also appointed three members for the 2017-2018 term on December 21, 2016:

- Mayor's Seat 1: Member must be homeless or formerly homeless
  - **Seat filled with the reappointment of Committee Member Gary McCoy**
- Mayor's Seat 2: Member must be a representative from the Department of Homelessness and Supportive Housing
  - **Seat filled with the reappointment of Committee Member Cindy Ward**
- Mayor's Seat 3: Member must be a representative from the Department of Public Health
  - **Seat filled with the reappointment of Committee Member Charlie Morimoto**

As a result of these appointments, the Committee currently consists of 7 members with 6 vacancies that have appointments currently pending. The requirements for the 6 vacant seats are:

- Board of Supervisors Seat 1: Member must be homeless or formerly homeless within 3 years of appointment and living with their homeless child under the age of 18 [**Appointment pending**]
- Board of Supervisors Seat 2: Member must be homeless or formerly homeless within 3 years of appointment with a disability [**Appointment pending**]
- Board of Supervisors Seat 3: Member must have experience providing direct services to the homeless through a community setting [**Appointment pending**]
- Board of Supervisors Seat 4: Member 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 [**Appointment pending**]
- Board of Supervisors Seat 5: Member 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 [**Appointment pending**]

## IV. TRAININGS

Shelter Monitoring Committee staff offer Standards of Care trainings for shelter staff, which provide an overview of the Standards of Care as well as how the Committee will check the sites to see if they are in compliance with the Standards through site visits and client complaints. The table below provides an overview of the trainings that were conducted by Committee staff during the reporting period:

Table 3: Shelter Monitoring Committee Trainings Per Site FY16-17

Site:	1 <sup>st</sup> Quarter Trainings	2 <sup>nd</sup> Quarter Trainings	FY16-17 Trainings to Date
A Woman's Place			
A Woman's Place Drop-In			
Bethel AME			
Compass			
First Friendship			
Hamilton Emergency Shelter			
Hamilton Family Shelter			
Hospitality House	Standards of Care 8/29/16		Standards of Care 8/29/16
Interfaith			
Jazzie's Place			
Lark Inn			
MSC South Drop-In			
MSC South Shelter			
Mission Neighborhood Resource Center			
Next Door			
Providence			
Sanctuary			
Santa Ana			
Santa Marta/Maria			
St. Joseph's		Standards of Care 11/16/16	Standards of Care 11/16/16
United Council	Standards of Care 9/8/16		Standards of Care 9/8/16

Please note that this table only tracks the trainings conducted by the Shelter Monitoring Committee and does not reflect the total number of trainings received by shelter staff

## **APPENDICES**

**Appendix A:**

**The Standards of Care**

<b>Standard</b>	<b>Type of Standard</b>
1. Treat clients equally, with respect and dignity, including in the application of shelter policies and grievance process	STAFF
2. Provide shelter services in an environment that is safe and free of physical violence; by ensuring safety protocols are in place that include training to shelter staff regarding de-escalation techniques	STAFF
3. Provide, liquid soap with a dispenser permanently mounted on the wall in the restrooms; small individual packets of liquid soap, or small bar soap for use by one individual only, paper/hand towels, hand sanitizers, at least one bath-size (24"x48") towel to shelter clients and staff in each bathroom; if hand-dryers are currently installed they shall be maintained in proper working condition; in addition, shelters shall provide toilet paper in each bathroom stall and hire janitorial staff clean shelters on daily basis	HEALTH
4. Provide feminine hygiene and incontinence supplies	HEALTH
5. Comply with current City policy set forth in the San Francisco Environment Code, including the requirements set forth in Chapter 3 (the Integrated Pest Management Code) and Chapter 2 (the Environmentally Preferable Purchasing Ordinance) to ensure that shelter operators use products that are least harmful to shelter clients, staff, and the environment	HEALTH
6. Ensure that first aid kits, CPR masks, and disposable gloves are available to staff at all times and make Automatic External Defibrillators (AED) available to staff in compliance with all regulatory requirements of state and local law relating to the use and maintenance of AEDs.	HEALTH
7. Supply shelter clients with fresh cold or room temperature drinking water at all times during normal operating hours	HEALTH
8. Provide shelter services in compliance with the Americans with Disabilities Act (ADA), including but not limited to: (i) appropriate and secure storage of medication, (ii) the provision of accessible sleeping, bathing and toileting facilities in previously designated as accessible shall comply with federal and state law requiring a minimum of 36 inches between sleeping units and sleeping surface height between 17-19 inches above the finished floor. In consultation with the contracting City department, and based on a history of previous usage, shelter operators shall designate an adequate number of accessible sleeping units to meet the needs of shelter clients requiring such facilities due to a mobility disability; and (iii) reasonable modifications to shelter policies, practices, and procedures; (iv) In addition, shelters shall provide orientation to new shelter clients that includes information on shelter rules and how to access case management services, and shall ensure case management services go to those shelter clients most in need of case management services. This information shall be made accessible to shelter clients with disabilities through the use of appropriate auxiliary aid and/or services, such as large print for clients with visual impairments or ASL interpreting for Deaf clients. The City shall provide equal access to shelter clients with disabilities without regard to whether they accept auxiliary aids.	ADA
9. Engage a nutritionist, who shall develop all meal plans, including meal plans for children and pregnant women; and post menus on a daily basis.	HEALTH

10. Make dietary modifications to accommodate request from clients based on religious beliefs and practices; health or disability reasons	HEALTH
11. Comply with Article 19F of the San Francisco Health Code that prohibits smoking in homeless shelters.	HEALTH
12. Provide shelter clients with one clean blanket, two clean sheets, and one pillow enclosed in a plastic or vinyl sleeve with a clean pillowcase; sheets shall be cleaned at least once per week and upon client turnover	FACILITY
13. Make the shelter facility available to shelter clients for sleeping at least 8 hours per night	HEALTH
14. Provide daytime access to beds in all 24-hour shelters	FACILITY
15. Provide shelter clients with pest-free, secure property storage inside each shelter. Shelter staff shall provide closable bags to clients for storage purposes. If storage inside a shelter is unavailable, the shelter operator may provide free, pest-free storage off-site as long as the off-site storage is available to the shelter client up until the time of evening bed check	FACILITY
16. Provide shelter clients with access to electricity for charging cell phones; and other durable medical equipment for clients with disabilities	FACILITY
17. Note in writing and post in a common areas in the shelter when a maintenance problem will be repaired and note the status of the repairs	FACILITY
18. Provide access to free local calls during non-sleeping hours; including TTY access and amplified phones for clients who are deaf and hearing-impaired	FACILITY
19. Provide a minimum of 22 inches between the sides of sleeping units, excluding the designated ADA-accessible sleeping units and sleeping units separated by a wall	HEALTH
20. Provide all printed materials produced by the City and shelters in English and Spanish and other languages upon and ensure that all written communications are provided to clients with sensory disabilities in alternate formats such as large print, Braille, etc., upon request	FACILITY
21. Communicate with each client in the client's primary language or provide professional translation services; including but not limited to American Sign Language interpretation; however, children or other clients may be asked to translate in emergency situations	FACILITY
22. Provide at least one front line staff at each site that is bilingual in English and Spanish	FACILITY
23. Ensure that each shelter has an emergency disaster plan that requires drills on a monthly basis and that, in consultation with the Mayor's Office on Disability, includes specific evacuation devices and procedures for people with disabilities	FACILITY
24. Locate alternate sleeping unit for a client who has been immediately denies services after 5:00 PM, unless the denial was for acts or threats of violence	FACILITY
25. Require all staff to wear a badge that identifies the staff person by name and position badges	STAFF
26. Ensure all clients receive appropriate and ADA-compliant transportation to attend medical,	FACILITY

<p>permanent housing, substance abuse treatment, job-search, job interview, mental health, shelter services (etc)</p>	
<p>27. Provide public notification at least 24 hours in advance of on-site, community meetings</p>	<p>FACILITY</p>
<p>28. Provide clients with access to free laundry services with hot water and dryer that reaches a temperature between 120-130 degrees Fahrenheit, on or off site</p>	<p>FACILITY</p>
<p>29. To the extent not inconsistent with Proposition N, passed by the voters on November 5, 2002, ensure all single adult shelter reservations be for a minimum of 7 nights.</p>	<p>FACILITY</p>
<p>30. Agree to comply with the California Department of Industrial Relations, Division of Occupational Safety and Health (Cal-OSHA) General Industry regarding Blood borne Pathogens (8 CCR 5193) and its injury and illness Prevention Program (8CCR 3203), including but not limited to applicable requirements regarding personal protective equipment, universal precautions, and the development of an exposure control plan, as defined therein,</p>	<p>HEALTH</p>
<p>31. Annual all-staff mandatory trainings: (1) hand washing requirements and other communicable disease prevention; (2) proper food handling and storage; (3) emergency procedures in case of disaster, fire, or other urgent health or safety risk, including but not limited to CPR requirements; (4) safe and appropriate intervention with violent or aggressive shelter clients, including training on the harm reduction model in dealing with substance abuse; (5) safe and appropriate interaction with shelter clients who suffer from mental illness or substance abuse; (6) On-the-job burn-out prevention; (7) requirements under the ADA, in collaboration with the Mayor’s Office on Disability and the City Attorney’s Office; (8) policies and procedures explained in shelter training manuals; (9) cultural humility, including sensitivity training regarding homelessness, the lesbian, bisexual, gay, and transgender communities, people with visible and invisible disabilities, youth, women, and trauma victims.</p>	<p>STAFF</p>
<p>32. Maximize the space for sleeping in the shelter to the fullest extent possible.</p>	<p>FACILITY</p>

Appendix B:

**Client Complaint Process Flowchart**

**Client Complaints**

- Committee staff screens complaint, and if valid, complaint is written up and emailed to site director and site manager
- Copy of the complaint given to client

Note: HSH is immediately notified of all allegations involving staff or incidents of violence, fraud, and/or assault



- Sites have 48 hours to acknowledge receipt of complaint
- Sites investigate complaints/allegations and are required to send a formal response to the Committee along with its findings 7 days after complaint is submitted to site



When the Committee receives site's response, the client is notified and is provided with a copy of the site's response for their review



If the client is satisfied with the site's response, the process stops here.

If the client is not satisfied with the site's response, the complaint is investigated by Committee staff. Clients must inform staff that they are not satisfied with the complaint within 45 days of receiving the site's response otherwise the complaint is closed.



Committee staff will investigate the client's allegations at the site and determine whether or not site is in compliance with the Standards of Care.

- If Committee staff are able to verify the client's allegations, then the site is not in compliance
- If Committee staff are unable to verify the client's allegations, then the site is in compliance

Committee staff will compile their findings in an Investigation Report (which includes any recommendations for corrective actions) which will be sent to the client, site management and HSH

Appendix C:

**Site Visit Infraction Process Flowchart**

The Committee notes any Standards of Care infractions during site visits and submits them to shelter management

Note: HSH is immediately notified for all incidents of violence, fraud, and/or assault that take place during a site visit



- Sites have 48 hours to acknowledge receipt of the infractions
- Sites investigate infractions and are required to send a formal response to the Committee along with its findings and corrective actions 7 days after they are submitted to the site



- When the Committee receives site's response, Committee staff will review site's response and check for completion of corrective actions



If Committee staff are satisfied with the site's response, the process stops here.



If Committee staff are not satisfied with the site's response, the infractions will be investigated by Committee staff



Committee staff will conduct an investigation at the site and determine whether or not the site has addressed the infractions.

- If the site has addressed the infractions, the site is now in compliance
- If the site has not addressed the infractions, the site is not in compliance

Committee staff will compile their findings in an Investigation Report (which includes any recommendations for corrective actions) which will be sent to site management and HSH