



City and County of San Francisco

# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** October 13, 2017  
**RE:** September SOC Staff Report

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### September Client Complaints

There were a total of thirteen complaints submitted to the Shelter Monitoring Committee by nine unduplicated clients in September 2017. Of those thirteen complaints, one received a response that satisfied the client and four received responses that did not satisfy the client. Sites have responded to the other eight complaints but they are still open pending a response from the client.

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: 9/6/17**
- **Response received: 10/6/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules and grievance process
- The complainant stated that there have been ongoing issues between herself and another client (Client A) of A Woman's Place Drop In. The complainant alleged that shelter staff forced the complainant and Client A to sit next to each other and would not allow the complainant to move to another part of the site in order to avoid an argument.
- The response states that the complainant was sitting in a prohibited area, so staff asked her to move to a seat next to Client A. Shelter staff stated that they were not aware of the conflict between the complainant and Client A, but stated that they will no longer seat the complainant and Client A next to each other.

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

### Bethel AME

- **Client #1**
- **Complaint submitted: 9/6/17**
- **Response received: 10/6/17**
- **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 shelter staff are disrespectful and allow clients to bully and harass each other.
- The response denied the allegations that staff were disrespectful to shelter clients. The response also states that management has changed some of the protocols at Bethel AME in response to the complaints the shelter has received about bullying and inappropriate behavior from clients in the bathrooms and the line to enter the shelter.

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

- **Client #2**
- **Complaint submitted: 9/12/17**
- **Response received: 10/6/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleged that shelter staff kicked her out in the middle of the night without finding her an alternative place to sleep or allowing her to make a phone call first.
- The response denied the allegations that the site kicked the complainant out of the shelter. The response also stated that the complainant gets upset when staff tell her that she is not following shelter rules and that she ends up leaving on her own.

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

### Jazzie's Place

- **Client #1**
- **Complaint submitted: 9/13/17**
- **Response received: 10/3/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 2:** Provide shelter services in an environment that is safe and free from physical violence
- The complainant alleged that shelter staff were rude to him because he took too much time to shower.
- The response denies the allegations that staff were rude to the complainant when they informed him that he was taking too much time in the shower. The response also states that the complainant was asked to leave the shelter after he verbally threatened shelter 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: 9/28/17**
- **Response received: 10/12/17**
- **Alleged SOC Violations:**
  - **Standard 15:** Provide...secure property storage inside each shelter...
- The complainant alleged that shelter staff threw out his property even though they said that they would hold it for 72 hours.
- In the response, shelter management states that they met with the complainant and investigated the complaint but could not find any record of the complainant's property being bagged, logged,

stored or discarded. The response also states that management interviewed several shelter staff and none of them remember bagging/storing the complainant's property.

*Not Satisfied – The complainant was not satisfied with the site's response and has requested an investigation. The investigation for this complaint is currently pending.*

### **MSC South Drop In**

- **Client #1**
- **Complaint submitted: 9/7/17**
- **Response received: 10/2/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter policies and grievance process
  - **Standard 8:** Provide shelter services in compliance with ADA...
- The complainant alleged that shelter staff accused him of stealing another client's seat in the Drop-In even though the chair was empty at the time. The complainant also alleged that shelter staff gave him a permanent DOS for the incident and that he was not given any DOS paperwork.
- The response states that the complainant was denied services at the site for causing a loud disturbance and insulting staff, not because he sat in another client's chair.

*Not Satisfied – The complainant was not satisfied with the site's response and has requested an investigation. The investigation for this complaint is currently pending.*

### **Next Door**

- **Client #1:**
- **Complaint submitted: 9/5/17**
- **Response received: 9/12/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that shelter staff were rude to her when they denied her services from the shelter.
- The response denied allegations that staff were rude to the complainant and stated that the denial of service was rescinded after the complainant entered a behavioral contract. The response also states that management reminded all staff to be respectful and professional to shelter clients.

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

- **Client #2, Complaint #1**
- **Complaint submitted: 9/8/17**
- **Response received: 9/12/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that that a shelter employee had his underwear showing while he was on duty. The complainant also alleged that staff are selectively enforcing rules with him but not other clients.
- The response denied the allegations that staff were selectively enforcing rules against him stated that management had met with the complainant to hear his concerns. The response also states that they had not received complaints from other clients about the way staff are dressed.

*Not Satisfied – The complainant was not satisfied with the site's response and has requested an investigation. The investigation for this complaint is currently pending.*

- **Client #2, Complaint #2:**
- **Complaint submitted: 9/19/17**
- **Response received: 9/26/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 13:** Make the shelter facility available to...for sleeping at least 8 hours per night
- The complainant alleged that that shelter staff are sleeping on the job and have loud conversations that prevent clients from sleeping.
- The response states that none of the supervisors or the site manager that was on duty on the day listed in the complaint saw any shelter staff sleeping on the job. The response also denies that shelter staff disturb clients with their conversations and states that management has not received any other complaints of this type. The response also states that management reminded staff to be mindful and respectful to clients at all times.

*Not Satisfied – The complainant was not satisfied with the site’s response and has requested an investigation. The investigation for this complaint is currently pending.*

- **Client #2, Complaint #3:**
- **Complaint submitted: 9/19/17**
- **Response received: 9/25/17**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 13:** Make the shelter facility available to...for sleeping at least 8 hours per night
- The complainant alleged that a shelter supervisor was waking up clients due to the loud conversations he was having with staff.
- In the response, the site denied the allegations and stated that they have not received any complaints from other clients indicating that the supervisor or other shelter staff are being loud or disruptive.

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

- **Client #2, Complaint #4:**
- **Complaint submitted: 9/21/17**
- **Response received: 9/25/17**
- **Alleged SOC Violations:**
  - **Standard 2: Provide shelter services in an environment that is safe...**
- The complainant alleged that another client called him a racial slur and threatened to attack the complainant. The complainant complimented shelter staff for responding quickly to the incident.
- The response states that shelter staff did intervene when two clients were overheard cursing at each other, but states that the complainant was not one the clients that was involved. The response also states that staff spoke to other clients that were in the area and all of them confirmed that the complainant was not the target of the conversation that took place.

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

- **Client #2, Complaint #5:**
- **Complaint submitted: 9/26/17**
- **Response received: 10/2/17**
- **Alleged SOC Violations:**

- **Standard 2: Provide shelter services in an environment that is safe...**
- The complainant alleged that there have been several times where there have been no staff on duty monitoring the men’s floor.
- The response states that there were staff present on the men’s floor in the dates and times listed in the complaint and that Service Coordinator Logs indicate that staff were on duty during those times.

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

**Sanctuary**

- **Client #1:**
- **Complaint submitted: 9/25/17**
- **Response received: 10/2/17**
- **Alleged SOC Violations:**
  - **Standard 1: Treat all clients equally, with respect and dignity...**
- The complainant alleged that shelter staff were rude to her and would not extend her shelter reservation.
- The response denies the allegations that staff were rude to the complainant and states that the site could not extend the complainant’s reservation because she had already received the maximum number of extensions.

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

**September 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...	9
Standard 2: Provide shelter services in an environment that is safe and free from physical violence	3
Standard 8: ...provide orientation to new shelter clients that includes information on shelter rules and how to access ... services	1
Standard 13: Make the shelter facility available for sleeping at least 8 hours per night	1
Standard 15: Provide shelter clients with pest-free, secure property storage inside each shelter...	1

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

## September 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 one investigation in September for client staying at MSC South:

### MSC South

#### **Client #1**

**Complaint filed: 7/17/17**

**Response received: 7/24/17**

**Investigation requested: 8/21/17**

**Investigation completed: 9/6/17**

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

- **Standard 1)** Treat clients equally, with respect and dignity...
- **Standard 3)** ...clean shelters on a daily basis...

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

- **Standard 1:** The complainant alleged that when he reported that he was being bitten by bugs to a shelter supervisor, the supervisor alleged told the complainant that he could leave the shelter instead of helping the complainant address the bugs.
- **Standard 3:** The complainant alleged shelter staff did not clean any of the beds that he was assigned to after he reported the bug bites to shelter staff.

#### **Investigation:**

- Committee staff visited MSC South in order to interview shelter staff involved in the complaint and to review shelter policies and cleaning records.

#### **Findings:**

- **Standard 1:** Committee staff interviewed the shelter supervisor regarding the alleged comments she made to the complainant. The supervisor stated that she did tell the complainant that he could try another shelter, but that she did so in a respectful manner after he stated that he was not satisfied with the steps that MSC South had already provided to address the bug bites: Giving the complainant different mattresses, moving him to different beds, allowing him to wash/dry his clothing and by providing him with an alternate set of clothing. Committee staff could not determine if the supervisor was being disrespectful to the complainant due to a lack of evidence.
  - **Inconclusive**
- **Standard 3:** Committee staff interviewed a shelter supervisor and a facilities employee about the allegations and both reported that all beds are cleaned before they are assigned to clients. The facilities employee stated that he personally had cleaned the complainant's mat on multiple occasions as part of MSC South's pest control protocol. MSC South's Assistant Program Director also provided a statement that he had personally ensured that the complainant's bed had been cleaned. Shelter staff also reported that the site does not keep any records of requests made by clients individually. Because there are no records that documented when shelter staff cleaned the complainant's bed, Committee staff could not determine if MSC South was in compliance with Standard 3.
  - **Inconclusive**

#### **Recommendations:**

- MSC South reported that the shelter does not maintain logs of requests that are made by individual guests. Committee staff recommends that MSC South staff record instances when

clients report having issues with pests and to track what steps were taken by shelter staff to address the pests.

- Committee staff shall begin monitoring complaints from MSC South and will track any other complaints alleging that shelter staff are not addressing complaints about pests inside the shelter.

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

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

### September Site Visit Infractions

There were six unannounced site visits conducted in September 2017. St. Joseph's Family Shelter did not receive a single Standard of Care infraction. The infractions for the other five sites are listed below:

#### A Woman's Place Drop In

Site visit date: 9/6/17

Infractions submitted to site: 9/14/17

Site responded: 10/13/17

#### **SOC infractions:**

- **Standard 3:** Bathrooms were out of soap/hand sanitizer and paper towels; bathrooms needed additional cleaning; no hand sanitizer available in first room; vents needed additional cleaning - **Resolved**
- **Standard 6:** First aid kit did not have band aids – **Resolved**
- **Standard 8:** Staff reported that there was no refrigerator for client medication; no ADA liaison on duty; signage not posted noting check in/check out times, hours of operation and shower times – **Resolved**
- **Standard 20:** Not all city and shelter materials available in English and Spanish – **Resolved**
- **Standard 25:** Not all staff wearing ID badges – **Resolved**
- **Standard 30:** No protective gowns or gloves available – **Resolved**

#### Bethel AME

Site visit date: 9/12/17

Infractions submitted to site: 10/12/17

Site responded: Pending

#### **SOC infractions:**

- **Standard 18:** No TTY machine or signage posted on where clients can find a TTY machine
- **Standard 21:** No Language Link or professional translation services
- **Standard 23:** More than one month since last emergency drill (Last drill: 6/11/17)

#### MSC South

Site visit date: 9/12/17

Infractions submitted to site: 10/5/17

Site responded: Pending

#### **SOC infractions:**

- **Standard 20:** Not all shelter materials posted in English and Spanish
- **Standard 25:** ID badges not worn by all staff

#### MSC South Drop In

Site visit date: 9/29/17

Infractions submitted to site: 10/13/17

Site responded: Pending

#### **SOC infractions:**

- **Standard 18:** No TTY machine or signage posted on where clients can access a TTY machine



**Providence**

Site visit date: 9/13/17

Infractions submitted to site: 10/10/17

Site responded: **Pending**

**SOC infractions:**

- **Standard 12:** No sheets (site gives two blankets in place of sheets)
- **Standard 21:** No Language Link or professional translation services available (translation services available in Spanish, Mandarin, Cantonese, Tagalog)

*FY2017-2018 Unannounced Site Visit Tally*

Site	Q1 July-Sept.	Total (17-18 FY)
A Woman's Place	0	0
A Woman's Place Drop In Center	1	1
Bethel AME	1	1
Compass	0	0
First Friendship Family	0	0
Hamilton Emergency	1	1
Hamilton Family	1	1
Hospitality House	0	0
Interfaith Winter Shelter* seasonal shelter open during winter months	*Closed	0
Jazzie's Place	0	0
Lark Inn	0	0
Mission Neighborhood Resource Ctr.	1	1
MSC South Shelter	1	1
MSC South Drop In Center	1	1
Next Door	1	1
Providence	1	1
Sanctuary	0	0
Santa Ana	1	1
Santa Marta/Maria	0	0
St. Joseph's	1	1
United Council	1	1
<b>Total</b>	<b>12</b>	<b>12</b>
<b>Assigned</b>	<b>20</b>	<b>82</b>
<b>Compliance</b>	<b>60.0% compliance</b>	<b>14.6% compliance for FY17-18 (through Sept. 2017 only)</b>

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

**September Client Survey Results**

There was two announced site visit conducted in September: One at Compass Family Shelter and another at A Woman’s Place Shelter. The survey results from those visits are listed below:

**A Woman’s Place Shelter**

**Site visit date:** 9/12/17

**Clients surveyed:** 7

Survey Question	Yes	No
Do staff treat you with respect?	4	3
Do you feel discriminated against because of your age, disability, gender, race, religion, sexual orientation or transgender status?	2	6
Do you feel safe at this shelter?	7	1
Does staff de-escalate arguments and help to break up verbal fights between clients?	3	2
Is the sleeping area quiet at night?	7	1

**Compass Family Shelter**

**Site visit date:** 9/7/17

**Clients surveyed:** 5

Survey Question	Yes	No
Do staff treat you with respect?	4	1
Do you feel discriminated against because of your age, disability, gender, race, religion, sexual orientation or transgender status?	1	4
Do you feel safe at this shelter?	5	0
Does staff de-escalate arguments and help to break up verbal fights between clients?	2	0
Is the sleeping area quiet at night?	3	1

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

Site	Total (17-18 FY)
A Woman's Place	1
A Woman's Place Drop In Center	0
Bethel AME	0
Compass	1
First Friendship Family	0
Hamilton Emergency	0
Hamilton Family	0
Hospitality House	1
Interfaith Winter Shelter *seasonal shelter open during winter months	0
Jazzie's Place	0
Lark Inn	0
Mission Neighborhood Resource Ctr.	0
MSC South Shelter	0
MSC South Drop In Center	0
Next Door	0
Providence	0
Sanctuary	0
Santa Ana	0
Santa Marta/Maria	0
St. Joseph's	0
United Council	0
<b>Total</b>	<b>3</b>
<b>Required</b>	<b>41</b>
<b>Compliance for FY17-18</b>	<b>7.3%</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 eleven members and there are two vacancies. Details of the vacant seats is as follows:

**Local Homeless Coordinating Board**

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

**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.

**2017 Meeting Calendar**

- November 15
- December 20