



Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: October 11, 2019
RE: September 2019 SOC Staff Report

September Client Complaints

There were a total of eighteen complaints submitted to the Shelter Monitoring Committee by sixteen unduplicated clients in September 2019. There are currently three complaints that are still open pending a response from the site. Sites have responded to the remaining seven complaints but they are 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 will investigate the allegations listed in the complaint.

A Woman's Place Drop In

- **Client #1, Complaint #1:**
- **Complaint submitted: 9/12/19**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules...;
- The complainant stated that shelter staff were rude to her and won't give her the same access to donated food and clothing that they give to other clients.

Open – Complaint is still open because the shelter has not responded to this complaint

- **Client #1, Complaint #2:**
- **Complaint submitted: 9/12/19**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules...;
 - **Standard 2:** Provide shelter services in an environment that is safe...;
- The complainant stated that shelter staff are rude to clients and will physically push them out of the facility if the clients do not cooperate with staff.

Open – Complaint is still open because the shelter has not responded to this complaint

Bethel AME

- **Client #1:**
- **Complaint submitted: 9/6/19**
- **Response received: 9/24/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules...;
 - **Standard 2:** Provide shelter services in an environment that is safe...;
 - **Standard 8:** Provide...reasonable modifications to shelter policies...;
- The complainant stated that shelter staff are not accepting reasonable accommodation requests and have prevented her from bringing a push cart even though she was previously allowed to bring it into the shelter.
- The response states that the complainant is receiving reasonable accommodations that are required under the ADA Act and that the complainant has been asked to downsize her property because her belongings are overflowing from the cart and causing a safety hazard for other clients.

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

- **Client #2:**
- **Complaint submitted: 9/6/19**
- **Response received: 9/24/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules...;
- The complainant stated that shelter staff violated the shelter grievance policy by giving her three write-ups for the same incident.

Open – The site has not responded to this complaint.

Compass

- **Client #1:**
- **Complaint submitted: 9/26/19**
- **Response received: 10/3/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant stated that shelter staff knowingly placed her in a room where the previous inhabitants had AIDS and bed bugs. The complainant also alleged that the air conditioner and elevators are out of order at the shelter.
- The response states that the complainant reported that she was unhappy with the room because she found a medicine being used by the previous resident in the trash can. The response also states that the room had been cleaned and stocked with new supplies before the arrival of the complainant's family. The response also states that the complainant was offered a new room but decided to leave the shelter instead.

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

First Friendship

- **Client #1:**

- **Complaint submitted: 9/26/19**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules...;
- The complainant stated shelter staff have been spreading rumors about her and her son having medical conditions. The complainant also stated that a case manager has been unwilling to meet with her.

Open – Complaint is still open because the shelter has not responded to this complaint

Hospitality House

- **Client #1:**
- **Complaint submitted: 9/24/19**
- **Response received: 10/1/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules...;
 - **Standard 9:** Engage a nutritionist, who shall develop all meal plans...;
- The complainant stated shelter staff have been rude and are harassing him for being awake during “Lights Out” even though he wasn’t causing a disturbance. The complainant also states that the complainant frequently brings in food from home that she serves to clients.
- The response denies that allegation that staff were rude to the complainant but did state that staff were not applying the “Lights Out” policy consistently and that they have been given coaching on the appropriate application of the policy. The response also states that staff have not been serving food from home to clients, but that staff will purchase food from the grocery store and serve vegetables that were grown on the shelter’s rooftop garden to clients.
- **This complaint was forwarded to the Registered Dietician for investigation.**

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

Mission Neighborhood Resource Center (MNRC)

- **Client #1:**
- **Complaint submitted: 9/30/19**
- **Response received: 10/2/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant stated that the bed reservation process is overly complicated and requires that clients spend too much time at the site waiting for a bed.
- The response states that the site follows a first come first serve policy and that all clients must return to confirm their reservation. The response states that this policy is because there were previously clients who signed up for a reservation but never returned in the afternoon to pick up their reservation. The response also states that clients who work can be accommodated with a reservation but they must provide proof that they cannot be present during roll call.

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

MSC South

- **Client #1:**
- **Complaint submitted: 9/16/19**

- **Response received: 10/8/19**
- **Alleged SOC Violations:**
 - **Standard 15:** Provide...secure property storage...;
- The complainant stated that he had multiple items stolen at the shelter, including personal sheets, blankets and a cell phone battery.
- The response states that shelter staff denied confiscated the client's personal sheets and blankets. The response also states that the client was provided with a drawer/locker that they could have used to store their property and that the shelter is not responsible for any stolen/lost items that were left unattended.

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

MSC South Drop In

- **Client #1:**
- **Complaint submitted: 9/11/19**
- **Response received: 10/9/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant stated that Drop In staff told her that she missed the chance to get a one-night/weekend bed because she was in the restroom when they were giving out reservations. The complainant also stated that she ended up leaving and calling the police for a Navigation Center placement. The complainant stated that the police told her that they couldn't place her at a Navigation Center because she had an existing reservation at Sanctuary, which the Drop In Center staff created for her after she left the facility.
- The response states that management spoke to staff, who stated that they did not know that the complainant was in the restroom so they continued down the shelter reservation list. The response states that staff told the complainant that they would correct the situation, but that the complainant left the building. The response also states that a reservation was made for the complainant and that the complainant checked in on the first night of the reservation.

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

Next Door

- **Client #1:**
- **Complaint submitted: 9/3/19**
- **Response received: 10/4/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
 - **Standard 3:** ...clean shelters on a daily basis...;
 - **Standard 12:** Provide shelter clients with one clean blanket, two clean sheets, or if sheets are unavailable, two clean blankets; and one pillow...;
- The complainant stated that staff refused to give him soiled linens and refused to provide him with a clean set. The complainant also stated that his assigned bed was infested with bed bugs and that another client was DOS'd for talking in his sleep.
- The response states that the staff denied the allegation that they tried to give the complainant soiled linens and states that all clients are given fresh linens on the first day of their reservation. The response also states that there was no record of the complainant reporting bed bugs to shelter management and that the site responds to reports of bed bugs with the help from Dewey Pest

Control. The response also states that there are no records of a client being DOS'd on that day for talking in his sleep.

Not Satisfied – The complainant stated that they were not satisfied with the response to their complaint and are requesting a Committee investigation.

- **Client #2:**
- **Complaint submitted: 9/3/19**
- **Response received: 9/27/19**
- **Alleged SOC Violations:**
 - **Standard 3:** ...clean shelters on a daily basis...;
- The complainant states that there is an ongoing problem with bed bugs at Next Door that is not being addressed. The complainant states that the bed bugs are a problem throughout the facility.
- The response states that management have incorporated an additional spray treatment from Dewey Pest Control in response to the ongoing bed bug infestation.

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

- **Client #3:**
- **Complaint submitted: 9/11/19**
- **Response received: 9/13/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules...;
 - **Standard 2:** Provide shelter services in an environment that is safe...;
- The complainant states that shelter staff have been refusing to address other clients who are bullying and harassing her. The complainant also stated that staff are rude and unprofessional.
- The response states that the complainant was moved to a different bed away from the other clients that she claimed were harassing her. The response also states that staff denied being rude towards the complainant and stated that they were only trying to respond to her questions.

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

- **Client #4:**
- **Complaint submitted: 9/11/19**
- **Response received: 9/13/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules...;
 - **Standard 2:** Provide shelter services in an environment that is safe...;
 - **Standard 13:** Make shelter facility available to shelter clients for sleeping at least 8 hours per night
- The complainant states that shelter clients are spraying chemicals inside the shelter, that the facility is unclean and that there are multiple clients who have threatened her inside the shelter.
- The response states that management walked through the shelter with the client and spoke to clients who were using cleaning sprays and perfumes. The response also states that the facility is cleaned daily and that the complainant is encouraged to report to staff anytime she is threatened by other clients.

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

- **Client #5:**
- **Complaint submitted: 9/26/19**
- **Response received: Pending**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat clients equally, with respect and dignity, including in the application of shelter rules...;
- The complainant states that shelter staff woke him up in the middle of the night and kicked him out of the shelter for not checking in even though the complainant checked in earlier that afternoon.

Open – The site has not responded to this complaint.

Sanctuary

- **Client #1:**
- **Complaint submitted: 9/3/19**
- **Response received: 9/9/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
 - **Standard 9:** Engage a nutritionist, who shall develop all meal plans...;
- The complainant alleged that she has been poisoned by chemicals in the air in the shelter, that staff purposely gave her a worn out sleeping mat and that she got sick after drinking the water at Sanctuary.
- The response states that the site received no other reports of chemicals in the air and that the registered dietician verified that no corrective action needed to be taken by the site regarding how they were providing hot water to clients. The response also states that the complainant was not given a worn out sleeping mat on the night of her stay.
- **This complaint was forwarded to the Registered Dietician for investigation because it contains allegations re. water quality.**

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

- **Client #2:**
- **Complaint submitted: 9/23/19**
- **Response received: 9/27/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
 - **Standard 2:** Provide shelter services in an environment that is safe...;
 - **Standard 3:** ...clean shelters on a daily basis...;
- The complainant stated that shelter staff have rude, unprofessional and have threatened to fight him.
- The response states that the complainant was denied services after throwing and hitting a shelter employee with an object. The response also states that all staff named in the complaint denied threatening the complainant and stated that the complainant had a history of being verbally abusive towards staff without cause.
- **This complaint was forwarded to the HSH Contract Monitor because it contains allegations of threats of violence.**

Pending – The site has responded to this complaint but it is still opening pending a response from the client.

- **Client #3:**
- **Complaint submitted: 8/30/19**
- **Response received: 9/6/19**
- **Alleged SOC Violations:**
 - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant states that she has been hospitalized as a result of clients using chemical sprays/perfumes inside the facility.
- The response states that clients are not allowed to use any chemicals inside the facility and that staff regularly make announcements to the floor reminding residents not to use any sprays.

Pending – The site has responded to this complaint but it is still opening 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...	15
Standard 2: Provide shelter services in an environment that is safe and free from physical violence	5
Standard 3: ...hire janitorial staff to clean shelters on daily basis;	3
Standard 8: Provide shelter services in compliance with the American's with Disabilities Act...;	1
Standard 9: Engage a nutritionist, who shall develop all meal plans...;	2
Standard 13: Make shelter facility available to shelter clients 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

Total Client Complaints FY 2019-2020

Site	Site Capacity	3/19	4/19	5/19	6/19	7/19	8/19	9/19	Total (FY19-20)
A Woman's Place	11 mats	0	0	0	1	0	0	0	0
A Woman's Place Drop In Center	63 chairs	1	0	0	0	0	0	2	2
Bethel AME	30 mats	1	1	0	1	3	1	2	6
Compass	22 families	0	0	0	0	0	0	1	1
Dolores St - Santa Marta/Maria/Ana/Jazzie's Place	56 beds	0	1	0	1	1	1	0	2
First Friendship	25 families	0	1	0	0	0	0	1	1
Hamilton Emergency	22 families	0	0	0	0	0	0	0	0
Hamilton Family	27 families	0	0	0	0	0	0	0	0
Harbor House	30 families	0	0	1	0	0	0	0	0
Hospitality House	30 beds/mats	1	1	0	3	0	1	1	2
Interfaith Winter Shelter *seasonal shelter only open during winter months	60-100 mats depending on the site	1	0	0	0	0	0	0	0
Lark Inn	40 beds	0	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	0	0	1	1	2	1	1	4
MSC South Shelter	340 beds	0	0	0	4	2	0	1	3
MSC South Drop In Center	75 chairs	0	0	0	1	0	0	1	1
Next Door	334 beds	1	4	1	0	2	3	5	10
Providence	110 mats	0	0	0	0	0	0	0	0
Sanctuary	200 beds	2	2	3	0	3	3	3	9
Santa Ana	28 beds	0	0	0	0	0	0	0	0
St. Joseph's	10 families	0	0	0	0	0	0	0	0
United Council	48 chairs	0	0	0	1	0	0	0	0
Total	Single adult: 1203 beds/mats Interfaith: 60-100 mats Resource Centers: 256 chairs Family: 106 families	7	10	6	13	13	10	18	41

August Site Visits

The Committee did not conduct any unannounced site visits in September 2019 after completing all assigned unannounced visits for the 1st Quarter FY19-20 in July and August. The Committee completed six announced site visits in September in order to survey shelter clients at Bethel AME, Hamilton Family and Emergency shelters, MSC South, Sanctuary and St. Joseph's.

FY2019-2020 Unannounced Site Visit Tally

Site	2/19	3/19	4/19	5/19	6/19	7/19	8/19	Total (FY19-20)
A Woman's Place	0	0	1	0	0	0	1	1
A Woman's Place Drop In Center	1	0	0	0	1	0	1	1
Bethel AME	0	1	0	1	0	1	0	1
Compass	0	1	1	0	0	0	1	1
Dolores St. Shelter (Santa Marta/Maria/Ana /Jazzie's Place)	0	1	1	0	0	0	1	1
First Friendship	0	1	0	1	0	0	1	1
Hamilton Emergency	1	0	0	0	1	1	0	1
Hamilton Family	1	0	0	0	1	1	0	1
Harbor House	-	0	1	0	0	0	1	1
Hospitality House	0	1	0	1	0	1	0	1
Interfaith Winter Shelter	1	1	0	0	0	0	0	0
Lark Inn	0	0	0	0	1	0	1	1
Mission Neighborhood Resource Ctr.	0	0	1	0	1	0	1	1
MSC South Shelter	0	1	0	0	0	1	0	1
MSC South Drop In Center	0	1	0	0	1	1	0	1
Next Door	0	1	0	1	0	0	1	1
Providence	1	0	1	0	1	0	1	1
Sanctuary	0	1	0	0	1	0	1	1
St. Joseph's	0	1	0	0	1	0	1	1
United Council	1	0	1	0	1	0	1	1
Total	6	11	7	4	10	6	13	19

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

FY2019-2020 Announced Site Visit Tally

Site	8/19	9/19	Total FY19- 20
A Woman's Place	1		1
A Woman's Place Drop In Center	1		1
Bethel AME		1	1
Compass			0
First Friendship			0
Hamilton Emergency		1	1
Hamilton Family		1	1
Harbor House			0
Hospitality House			0
Interfaith Winter Shelter			0
Lark Inn			0
Mission Neighborhood Resource Ctr.			0
MSC South Shelter		1	1
MSC South Drop In Center			0
Next Door			0
Providence			0
Sanctuary		1	1
Dolores St. Shelter			0
St. Joseph's		1	1
United Council			0
Total	2	6	8

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

Staff Update and Committee Membership

Membership

There are currently four unfilled seats on the Shelter Monitoring Committee:

Board of Supervisors:

Seat 1-Must be homeless or formerly homeless individual who is living or has lived with their homeless child under the age of 18.

Seat 2-Must be homeless or formerly homeless individual within the three years prior to being appointed, and who has a disability

Seat 5-Must be homeless or formerly homeless individual who has been nominated by one or more nonprofit agencies that provide advocacy or organizing services for homeless people

Mayor's Office:

Seat 3- Must be homeless or formerly homeless who has experience providing direct services to the homeless through a community setting

If you are interested in applying for a seat on the Committee, please contact Howard Chen at 415-255-3653 or email howard.c.chen@sfdph.org for more information.

FY2019-2020 Upcoming Meeting Calendar

- November 20
- December 18 – No meeting