

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: November 14, 2014
RE: August SOC Report

Overview of Complaints

There were 13 complaints in August. Twelve individual clients filed complaints and the Committee generated one complaint through site inspections.

Investigations

Mission Neighborhood Resource Center

A client alleged that the site did not apply the rules equitably. The Committee conducted an investigation and there was no finding.

Types of Complaints

The narrative below for each site provides an overview of the types of complaints forwarded to each site. Not all sites have had a chance to respond to the complaints.

***Note: The complaints below may have already been investigated to the satisfaction of the site or its contracting agency; however, the Committee must allow for each complainant to review the responses and the complainant determines whether s/he is satisfied. If the complainant is not satisfied, the Committee conducts an investigation.

A Woman's Place Drop In

Complainants: 1

Type of Complainant: Client

The client alleged that the site is not a safe place to rest or sleep at night based on staff's inability to de-escalate situations.

The client did not follow up with the Committee to review the site's response.

First Friendship

Complainants: 1

Type of Complainant: Committee

During a site visit, the Committee noted the lack of sheets, pillows or pillow cases, no Language Link line, no accommodation forms, and multiple postings in English only.

The Committee was satisfied with the site's response.

Type of Complainant: Client

One individual filed two complaints alleging that staff was rude and disrespectful and that he was wrongfully DOSed.

The client was satisfied with the site's response to his first complaint but did not follow up with the Committee regarding the site's response to his second complaint.

Mission Neighborhood Resource Center

Complainants: 1

Type of Complainant: Client

The client alleged that staff was rude and disrespectful and the site did not apply the rules equitably.

The client was not satisfied with the site's response and an investigation was conducted.

MSC-South Drop In

Complainants: 1

Type of Complainant: Client

The client alleged that staff and security guard were rude and disrespectful.

The client did not follow up with the Committee to review the site's response.

Next Door

Complainants: 5

Type of Complainant: Client

- One client alleged the staff does not apply the rules equitably
- One client alleged that the site did not provide him with two sheets
- One client alleged that the site was not conducive to sleep
- One client alleged that other clients had excessive belongings which didn't provide for a minimum of 22 inches between the sides of sleeping units
- Three clients alleged that the site does not provide a safe environment
- All five clients alleged that staff was rude and disrespectful

One client was satisfied with the site's response and the other clients did not follow up with the Committee to review the site's responses.

Providence

Complainants: 2

Type of Complainant: Client

- Two clients alleged that the staff were disrespectful
- One client alleged that the site did not follow the Shelter Grievance Policy
- One client alleged that staff did not apply the rules equitably

One client was satisfied with the site's response. The other client did not follow up with the Committee to review the site's response.

Place Drop In Center			
Compass	0	0	0
First Friendship Family	0	1	1
Hamilton Family & Emergency	0	2	2
Hospitality House	1	0	1
Interfaith Winter Shelter	0	0	0
Lark Inn	2	0	2
Mission Neighborhood Resource Ctr.	3	1	4
MSC South Shelter	2	0	2
MSC Drop In Center	0	1	1
Next Door	2	5	7
Providence	2	2	4
Sanctuary	6	0	6
Santa Ana	0	0	0
Santa Marta/Maria	2	0	2
St. Joseph's	0	0	0
United Council	0	0	0
Total	22	13	35