



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: August 15, 2014
RE: **July SOC Report**

Overview of Complaints

There were 18 complaints in June. Ten individual clients filed complaints and the Committee generated eight complaints through site inspections.

Investigations

There are currently two pending investigations.

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: 2

Type of Complainant: Client and Committee

- The client alleged did not make appropriate accommodations based on her disability
- During a site visit, the Committee noted no TTY information, no tokens, and no language link.

The Committee was satisfied with the site's response and the client's response is pending

Hospitality House

Complainants: 1

Type of Complainant: Client

The client alleged that the site did not have posted rules.

Satisfied

Lark Inn

Complainants: 2

Type of Complainant: Committee

During a site visit, the Committee noted dust and dirt on the floors

Satisfied

Mission Neighborhood Resource Center

Complainants: 3

Type of Complainant: Committee and Client

- Two clients allege that staff were disrespectful and did not follow the rules

During a site inspection, the Committee noted that the last emergency drill had not happened within the past 30 days.

The Committee was satisfied with the site's response and the clients' responses are still pending.

MSC-South

Complainants: 2

Type of Complainant: Client

- Clients alleged that staff did not apply the rules equitably and did not follow the grievance policy appropriately

Pending

Next Door

Complainants: 2

Type of Complainant: Client and Committee

- One client alleged the staff does not apply the rules equitably

During a site inspection, the Committee noted debris, the lack of posted information, CPR masks were not on every floor.

The Committee was satisfied with the site's response and the client's response is still pending.

Providence

Complainants: 2

Type of Complainant: Client

- Two clients allege that the staff were disrespectful and did not follow the Shelter Grievance Policy or Standards of Care

Pending

Sanctuary

Complainants: 6

Type of Complainant: Committee and Client

- A group of six clients alleged that the site does not provide a safe environment
- All client complainants allege the (some) staff are disrespectful and don't apply the rules equitably

During a site inspection, the Committee noted the lack of bilingual staff and no Language Link services

The Committee was satisfied with the site's response and all client responses are pending.

Santa Marta Santa Maria

Complainants: 2

Type of Complainant: Client

- Client alleged that female staff did not announce themselves when they entered the floor
- Client alleged that the lack of hot water has not been addressed or noted

- Client alleged that there were no handrails in the bathroom

The site asked for an extension

Site	7/14
A Woman's Place Drop In Center	2
Compass	0
First Friendship Family	0
Hamilton Family & Emergency	0
Hospitality House	1
Interfaith Winter Shelter	0
Lark Inn	2
Mission Neighborhood Resource Ctr.	3
MSC South Shelter	2
MSC Drop In Center	0
Next Door	2
Providence	2
Sanctuary	6
Santa Ana	0
Santa Marta/Maria	2
St. Joseph's	0
United Council	0
Total	11