



City and County of San Francisco

# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** July 11, 2014  
**RE:** **June SOC Report**

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### 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 were two investigations conducted during this reporting period and there is one pending investigation.

### Next Door

A client alleged that s/he was retaliated against for filing complaints. The Committee conducted a survey and interviewed clients. There was no finding.

### Sanctuary

A client filed three complaints alleging staff assault; unsafe environment and staff without identification. 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: 2

Type of Complainant: Client and Committee

- The client alleged that staff was rude and disrespectful
- During a site visit, the Committee noted last emergency drill was over 30 days, no reasonable accommodation forms available, no tokens, no language link, and no bilingual staff.

*The Committee was satisfied with the site's response and the client was not satisfied.*

First Friendship

Complainants: 1

Type of Complainant: Committee

During a site inspection, the Committee noted the lack of sheets and pillowcases, no language link line, no information about ADA liaison, staff without identification and no signage regarding facility issues.

*Pending*

Hamilton Emergency

Complainants: 1

Type of Complainant: Client

The client alleged that the shelter rules were not applied equitably, because his family was DOS'd and the other family who allegedly threatened him was not DOS'd

*Pending*

Hamilton Family Shelter

Complainants: 1

Type of Complainant: Committee

During a site visit, the Committee noted no ADA liaison on duty; no smoking signage in English only; no emergency disaster plan or record of drills; the 2<sup>nd</sup> floor bathroom had signage up in English only regarding a facility repair, did not have an estimated repair date; the 3<sup>rd</sup> floor men's bathroom ADA shower hand-free piece was broken and no signage posted regarding status of repair; and no information posted on 4<sup>th</sup> floor regarding check-in times, case management services, and other shelter information

*The Committee was satisfied with the site's response.*

Lark Inn

Complainants: 1

Type of Complainant: Committee

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

*Pending*

MSC-South Drop-In

Complainants: 1

Type of Complainant: Client

- Two clients alleged that staff did not apply the rules equitably

*Pending*

Next Door

Complainants: 5

Type of Complainant: Client

- One client alleged the site had lost his belongings and that he was wrongfully DOS'd
- One client alleged that staff was rude and disrespectful and the shelter rules were not applied equitably
- One client alleged that he found bed bugs on his bed
- One client alleged that staff refused to give her a token and a late pass
- One client alleged that a staff person assaulted her

*Pending*

Providence

Complainants: 3

Type of Complainant: Client and Committee

- One client alleged that the site wrongfully dropped his bed
- One client alleged that he was assaulted by a staff person
- During a site inspection, the Committee noted the lack of Language Link services and no sheets, pillows, and pillowcases were provided

*The Committee was satisfied with the site's response and complaint responses are pending.*

Sanctuary

Complainants: 1

Type of Complainant: Committee

During a site inspection, the Committee noted the site did not have Language Link services; no Spanish speaking staff on duty; TTY was not operational and no signage was posted; no emergency exit map/plan on the 1<sup>st</sup> floor; reasonable accommodation forms were only available in Spanish

*The Committee was satisfied with the site's response.*

Santa Ana

Complainants: 1

Type of Complainant: Committee

During a site inspection, the Committee noted no ADA liaison information posted; staff on duty unaware of Language Link number; no emergency drill practiced in the last 30 days; staff on duty did not have id badge; no tokens; staff on duty unaware of policy locating an alternate shelter reservation for clients who are DOS'd

*The Committee was satisfied with the site's response.*

United Council

Complainants: 1

Type of Complainant: Committee

During a site inspection, the Committee noted no paper towels or toilet paper in bathroom; no de-escalation training in the past year (next training scheduled for 6/26/14); no Spanish speaking staff on duty; and no Language Link service.

*The Committee was satisfied with the site's response.*

Site	7/13	8/13	9/13	10/13	11/13	12/13	1/14	2/14	3/14	4/14	5/14	6/14	Total
<b>A Woman's Place Drop In Center</b>	1	3	1	0	0	1	0	2	1	2	1	2	<b>14</b>
<b>Compass</b>	0	0	1	0	0	0	0	1	0	0	0	0	<b>2</b>
<b>First Friendship Family</b>	0	0	1	0	0	1	0	0	0	0	1	1	<b>4</b>
<b>Hamilton Family &amp; Emergency</b>	2	0	0	0	0	0	0	0	0	0	0	2	<b>4</b>
<b>Hospitality House</b>	0	1	0	1	0	0	0	1	1	0	1	0	<b>5</b>
<b>Interfaith Winter Shelter</b> * operates from November 2013 to February 2014	0	0	0	0	0	1	1	0	0	0	0	0	<b>2</b>
<b>Lark Inn</b>	0	0	0	0	0	0	0	0	1	0	3	1	<b>5</b>
<b>Mission Neighborhood Resource Ctr.</b>	0	0	0	1	0	0	0	1	0	0	1	0	<b>3</b>
<b>MSC South Shelter</b>	3	2	1	2	3	3	1	1	3	0	0	0	<b>19</b>
<b>MSC Drop In Center</b>	0	1	0	0	1	2	0	2	1	0	0	1	<b>8</b>
<b>Next Door</b>	1	6	1	3	3	4	4	0	6	3	6	5	<b>42</b>
<b>Providence</b>	0	0	0	0	0	1	2	2	6	1	1	3	<b>16</b>
<b>Sanctuary</b>	3	2	2	0	3	1	0	1	0	2	5	1	<b>20</b>
<b>Santa Ana</b>	0	0	0	0	1	0	1	0	0	0	1	1	<b>4</b>
<b>Santa Marta/Maria</b>	1	0	0	0	1	0	0	0	1	0	1	0	<b>4</b>
<b>St. Joseph's</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>United Council</b>	0	0	0	0	1	0	1	1	1	1	0	1	<b>6</b>
<b>Total</b>	<b>11</b>	<b>15</b>	<b>7</b>	<b>7</b>	<b>13</b>	<b>14</b>	<b>10</b>	<b>12</b>	<b>21</b>	<b>9</b>	<b>21</b>	<b>18</b>	<b>155</b>