MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: July 11, 2014
RE: June 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 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 2nd floor bathroom had
signage up in English only regarding a facility repair, did not have an estimated repair
date; the 3rd floor men’s bathroom ADA shower hand-free piece was broken and no
signage posted regarding status of repair; and no information posted on 4th 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 1st 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.*
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