



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: June 13, 2014
RE: **May 2014 SOC Report**

Overview of Complaints

There were 21 complaints in May. One complaint had three complainants. Seven of the complaints were generated by the Committee through site inspections.

Investigations

Three investigations were conducted in June. The investigation conducted at Next Door results have not been tallied at the writing of this report. There is currently an additional investigation pending.

Lark Inn

A client alleged that s/he received inequitable treatment by staff and was disrespected; that the bathrooms had mold and were dirty; there was debris under beds; that walk ways were blocked and that information regarding case management was not provided. The Committee conducted an investigation and found the site out of compliance with Standard 1, which requires equitable and respectful treatment by staff, and Standard 3, which requires the shelter to be clean.

Sanctuary

A client alleged s/he received inequitable treatment and was not accommodated based on a disability. The Committee surveyed clients and interviewed staff and determined 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.

A Woman's Place Drop In

Complainants: 1

Type of Complainant: Client

The client stated that the multiple staff did not treat her equitably and did not apply the rules fairly.

Pending

First Friendship

Complainants: 1

Type of Complainant: Committee

During a site visit, the Committee noted the lack of tokens; no CPR masks; the lack of sheets, pillow and pillowcases; and no access to a Language Link line.

Pending

Hospitality House

Complainants: 1

Type of Complainant: Committee

During a site visit, the Committee noted that accommodation forms were not available in English and Spanish & there were no tokens available.

The Committee was satisfied with the site's response.

Lark Inn

Complainants: 3

Type of Complainant: Clients and Committee

- One client alleged that staff were disrespectful and did not explain the rules and services appropriately
- One client complained about ventilation and mold in the bathrooms
- One client complained that the fans blocked the walkways and that there was debris under beds
- The Committee noted that lack of 22" between some units; a broken ADA shower; dust in a vent

One client stated that they were not satisfied with the site's response; the Committee was satisfied with the site's response: and one complaint is pending

Mission Neighborhood Resource Center

Complainants: 1

Type of Complainant: Client

The client alleged the site did not provide tokens as stated in its policy.

Pending

Next Door

Complainants: 8

Type of Complainant: Client

- Seven complainants alleged that rules are not applied equitably
- Six complainants alleged that there was unsafe environment based on staff's inability to de-escalate situations
- Three complainants said that the environment was not conducive to sleep
- Two complainants said that the site does not adhere to the ADA or follow through on accommodation requests
- One client alleged the lack of secure storage and free laundry
- Three clients alleged the site was selling beds

One client was not satisfied and the Committee conducted an investigation, of which results have not been tallied. All other complaints are pending. One of the complaints filed had three complainants.

Providence

Complainants: 1

Type of Complainant: Committee

During a site inspection, the Committee noted the lack of Language Link services and no sheets, pillows, and pillowcases were provided

Pending

Sanctuary

Complainants: 5

Type of Complainant: Client and Committee

- One client alleged, three times, that s/he was assaulted by, different, staff
- One client alleged that staff did not wear identification and that staff did not provide a safe environment
- During a site inspection, the Committee noted the site did not have Language Link services
- One client alleged that clients were allow to make threatening statement and entered areas of the shelter where they did not have a bed in order to harass other clients

The Committee and one client stated that they were satisfied with the site's response(s). The other three complainants have been forwarded for investigation based on the client's dissatisfaction with the response.

Santa Ana

Complainants: 1

Type of Complainant: Committee

During a site inspection, the Committee noted mold, dust and the lack of two sheets.

The Committee was satisfied with the site's response.

Santa Marta/Santa Maria

Complainants: 1

Type of Complainant: Committee

During a site inspection, the Committee noted no TTY access or referral and the lack of two sheets.

The Committee was satisfied with the site's response.

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Site	7/13	8/13	9/13	10/13	11/13	12/13	1/14	2/14	3/14	4/14	5/14	Total
A Woman's Place Drop In Center	1	3	1	0	0	1	0	2	1	2	1	12
Compass	0	0	1	0	0	0	0	1	0	0	0	2
First Friendship Family	0	0	1	0	0	1	0	0	0	0	1	3
Hamilton Family & Emergency	2	0	0	0	0	0	0	0	0	0	0	2
Hospitality House	0	1	0	1	0	0	0	1	1	0	1	5
Interfaith Winter Shelter * operates from November 2013 to February 2014	0	0	0	0	0	1	1	0	0	0	0	2
Lark Inn	0	0	0	0	0	0	0	0	1	0	3	4
Mission Neighborhood Resource Ctr.	0	0	0	1	0	0	0	1	0	0	1	3
MSC South Shelter	3	2	1	2	3	3	1	1	3	0	0	19
MSC Drop In Center	0	1	0	0	1	2	0	2	1	0	0	7
Next Door	1	6	1	3	3	4	4	0	6	3	6	37
Providence	0	0	0	0	0	1	2	2	6	1	1	13
Sanctuary	3	2	2	0	3	1	0	1	0	2	5	19
Santa Ana	0	0	0	0	1	0	1	0	0	0	1	3
Santa Marta/Maria	1	0	0	0	1	0	0	0	1	0	1	4
St. Joseph's	0	0	0	0	0	0	0	0	0	0	0	0
United Council	0	0	0	0	1	0	1	1	1	1	0	5
Total	11	15	7	7	13	14	10	12	21	9	21	119