



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

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

Overview of Complaints

There were 10 complaints in October. Eight individual clients filed complaints and the Committee generated two complaints through site inspections.

Investigations

No investigations were conducted in October.

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 staff was rude and disrespectful and staff did not provide a safe environment.

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

Hamilton

Complainants: 1

Type of Complainant: Client

The client alleged that staff did not apply the rules fairly.

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

MSC-South

Complainants: 3

Type of Complainant: Client

- One client alleged that he was wrongfully DOS'd
- One client alleged that staff did not adhere to the ADA or follow through on accommodation requests

- One client alleged that staff did not provide a safe environment based on staff's inability to de-escalate situations right away
Two clients were satisfied with the site's response and one client did not follow up with Committee staff to review the site's response.

MSC-South Drop In

Complainants: 1

Type of Complainant: Client

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

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

Next Door

Complainants: 2

Type of Complainant: Client and Committee

- The client alleged that staff did not treat her with respect and dignity by not allowing her to use the stairs instead of the elevator and her top bunk is unsafe because no barrier bar is in place to keep her from falling
- During a site inspection, the Committee noted no soap and toilet paper in the 1st floor bathroom, 2nd floor bathroom toilet soiled and debris on bathroom floor, and last emergency drill more than 30 days

The client and the Committee were satisfied with the site's responses.

Providence

Complainants: 1

Type of Complainant: Committee

During a site inspection, the Committee noted no pillows or pillow cases, no AED on site, no Language Link line, and no bilingual staff on duty.

The committee was satisfied with the site's response.

Sanctuary

Complainants: 1

Type of Complainant: Client

The client alleged that staff discarded all of his belongings.

The client retrieved his belongings from the site and is satisfied with the site's response.

Site	7/14	8/14	9/14	10/14	Total
A Woman's Place Drop In Center	2	1	1	1	5
Compass	0	0	0	0	0
First Friendship Family	0	1	0	0	1
Hamilton Family & Emergency	0	2	1	1	4
Hospitality House	1	0	0	0	1
Interfaith Winter Shelter	0	0	0	0	0
Lark Inn	2	0	0	0	2
Mission Neighborhood Resource Ctr.	3	1	0	0	4
MSC South Shelter	2	0	0	3	5
MSC Drop In Center	0	1	0	1	2
Next Door	2	5	3	2	12
Providence	2	2	0	1	5
Sanctuary	6	0	1	1	8
Santa Ana	0	0	0	0	0
Santa Marta/Maria	2	0	0	0	2
St. Joseph's	0	0	0	0	0
United Council	0	0	0	0	0
Total	22	13	6	10	51