



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

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

Overview of Complaints

There were 6 complaints in September that were filed by individual clients.

Investigations

No investigations were conducted in September.

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, the front entrance door is broken, and the ramp entrance is blocked with client belongings creating a fire hazard.

The client was satisfied with the site's response.

Hamilton

Complainants: 1

Type of Complainant: Client

The client alleged that staff was rude and disrespectful.

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

Next Door

Complainants: 3

Type of Complainant: Client

- One client alleged that the site did not apply the rules equitably
- One client alleged that staff was rude and disrespectful
- One client alleged that the security guard was asleep at the desk

One client was satisfied with the site's response. One client did not follow up with the Committee to review the site's response. HSA holds the contract with the security guard agency and all complaints regarding security guards are forwarded to HSA for investigation.

Sanctuary

Complainants: 1

Type of Complainant: Client

The client alleged that staff was taking food from the kitchen and that staff show preferential treatment.

The client had no comment about the site's response.

Site	7/14	8/14	9/14	Total
A Woman's Place Drop In Center	2	1	1	4
Compass	0	0	0	0
First Friendship Family	0	1	0	1
Hamilton Family & Emergency	0	2	1	3
Hospitality House	1	0	0	1
Interfaith Winter Shelter	0	0	0	0
Lark Inn	2	0	0	2
Mission Neighborhood Resource Ctr.	3	1	0	4
MSC South Shelter	2	0	0	2
MSC Drop In Center	0	1	0	1
Next Door	2	5	3	10
Providence	2	2	0	4
Sanctuary	6	0	1	7
Santa Ana	0	0	0	0
Santa Marta/Maria	2	0	0	2
St. Joseph's	0	0	0	0
United Council	0	0	0	0
Total	22	13	6	41