



City and County of San Francisco
Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: March 15, 2022
RE: February 2022 SOC Staff Report

February Client Complaints

There was one complaint submitted through the Shelter Monitoring Committee in February 2022. The site has responded. The complaint is currently still open pending investigation by SMC staff.

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: Narratives provide an overview of the types of complaints forwarded to each site. Not all sites have had a chance to respond to the complaints. Complaints 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 will investigate the allegations listed in the complaint.

Providence Foundation Family Shelter

- **Client #1**
- **Complaint submitted: 2/04/22**
- **Response received: 2/15/22**
- **Alleged SOC Violations:**
 - **Standard 1:** (Treat all clients equally, with respect and dignity...)

Complainant states she and six-year-old son faced discrimination and retaliation. Some members of the staff show favoritism based on race.

Response: *The site states that the client and her son never had any issues with staff leading up to her date to vacate. The client and her son were involved in all onsite activities including a Christmas party, where the child received gifts and participated in arts and crafts. She was in an emergency room and was unhappy when she was told she would have to depart.*
 - **Standards 3 and 4:** (Provide toilet paper; incontinence supplies ...)

The complainant had a hard time getting toilet paper and diapers for her child.

Response: *PFSC keeps an abundance of supplies onsite. If any clients need toilet paper, they are encouraged to call the staff room where these supplies are located. They conduct three wellness checks daily and staff are tasked with checking in with the client's household needs. They agree that to keep items such as these away from any client would be inhumane.*

- **Standard 9:** (Engage a nutritionist, who shall develop all meal plans ...)

Food was doled out in very small portions, e.g., cereal in sandwich baggies with no milk.

Response: *The site shops for groceries weekly. Clients are provided with weekly grocery bags, meant to last throughout the week, but has a large back-stock to assist clients throughout the week as needed. They state that providing nutritious meals to clients is a high priority; any time clients ask for food items, they oblige. At the time of intake, the head of household is asked to complete a Nutrition Sheet, which provides information regarding the family's diet and determines how we shop for the family. They even provide vegetarian/vegan accommodations.*

February 2022 Client Complaints by Standard

Standard of Care	Number of complaints alleging violations of this Standard
Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies...	1
Standard 3: ...provide toilet paper...	1
Standard 4: ...provide incontinence supplies...	1
Standard 9: Engage a nutritionist, who shall develop all meal plans	1

Note that each complaint can include alleged violations of more than one Standard of Care

Total Client Complaints FY Q4 2021- Q12022

Site	Site Capacity*	10/21	11/21	12/21	1/22	2/22	3/22	Total (Q421- Q122)
	*COVID capacity							
Buena Vista Horace Mann	30 mats	0	0	0	0	0		0
Compass Family	21 families	0	0	0	0	0		0
Hamilton Family	25 families	0	0	0	0	0		0
Harbor House Family	28 families	0	0	0	0	0		0
Lark Inn	24 beds	0	0	0	0	0		0
MSC South Shelter	168 beds	0	1	4	0	0		5
Next Door	181 beds	0	0	2	0	0		2
Providence Family	51 beds	0	0	0	0	1		1
Sanctuary	124 beds	0	0	0	0	0		0
St. Joseph's Family	9 families	0	0	0	0	0		0
Total	Single adult: 497 beds/mats	0	1	6	0	1	-	8

Family: 83 families and 81 beds/mats							
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February 2022 Site Visit Infractions

The Committee suspended site visits in January 2021 due to the surge in COVID-19 cases attributed to the Omicron variant. There were no infractions noted on the visits to the Hamilton, Providence or St. Joseph’s. The infractions from the remaining site visits are listed below:

FY2021-2022 Unannounced Site Visit Tally

Site	7/21	8/21	9/21	10/21	11/21	12/21	1/22	Total (FY21-22)
Buena Vista Horace Mann	0	0	0	1	0	0	0	1
Compass Family	0	1	0	0	1	0	0	2
Hamilton Family	0	0	1	0	0	1	0	2
Harbor House Family	0	0	0	1	1	0	0	2
Lark Inn	0	1	0	0	1	0	0	2
MSC South Shelter	0	0	1	0	1	0	0	2
Next Door	0	0	0	1	0	1	0	3
Providence Family	0	0	0	1	0	1	0	2
Sanctuary	0	0	0	1	1	0	0	1
St. Joseph’s Family	0	0	1	1	0	1	0	3
Total	0	2	3	6	5	4-	0	20

The SMC is required to complete four unannounced visits to each site on an annual basis.

FY2021-2022 Announced Site Visit Tally

Site	7/21	8/21	9/21	10/21	11/21	12/21	1/22	Total FY 21-22
Buena Vista Horace Mann								
Compass Family								
Hamilton Family								
Harbor House Family	1							
Lark Inn								
MSC South Shelter								
Next Door								
Providence Family								
Sanctuary	1							
St. Joseph’s Family								
Total	2	0	0	0	0	0	0	2

The Committee is required to make two announced site visits to each site each year to survey clients.

Staff Update and Committee Membership

Membership

There are currently four unfilled seats on the Shelter Monitoring Committee:

Board of Supervisors:

Seat 1 - Must be homeless or formerly homeless who is living or has lived with their homeless child under the age of 18.

Seat 5 - Must be homeless or formerly homeless and nominated by a nonprofit that provides advocacy or organizing services to the unhoused.

LHCB:

Seat 10 - Must be homeless or formerly homeless and nominated by a community agency that provides advocacy or organizing services to the unhoused.

Mayor:

Seat 13 - Must be homeless or formerly homeless with experience providing services to the unhoused.

If you are interested in applying for a seat on the Committee, please contact Angie David at 415-255-3642 or email angella.david@sfdph.org for more information.

FY2021-2022 Upcoming Meeting Calendar

- March 16
- April 20
- May 18
- June 15