



Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: July 14, 2023
RE: June 2023 Staff SOC Report

June Client Complaints and Investigations

There were 4 formal complaints submitted through the SMC in June 2023.

Note: Frequently the SMC staff receive tentative complaints that the complainant never follows up on. That is, they do not provide minimally necessary details, or they do not approve our draft of a complaint that they have not themselves completed in writing. These are not included in this report. Narratives provide an overview of the 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.

ECS Sanctuary

Client #1

Complaints submitted: 6/07/2023

Response received: 6/15/2023

Client-complainant alleges SOC Violation of:

- **Standard 1** (Treat clients equally, with respect and dignity...)
- **Standard 13** (Make the shelter facility available for sleeping at least 8 hours per night)

Complaint #1 (SOC 1)

- The complainant/client stated that a supervisor told her she had to get rid of her flowers. Complainant/client told Claudia that she had permission to keep them (per the site manager). The supervisor accused complainant/client of lying and said she was going to check. Then she returned to area stating, "you have two days, and then they have to go." She then laughed and said, insultingly, "I don't know why you have them anyways."
- *The shelter responded; however, the document is not available at the time of the compilation of this report for technical reasons.*

Complaint #2 (SOC 1)

- The complainant/client asserts that a supervisor did not take appropriate action when another guest coughed without covering her mouth and then responded aggressively to the complainant's request that she do so.

- *The shelter responded; however, the document is not available at the time of the compilation of this report for technical reasons.*

Complaint #3 (SOC 1)

- The client asked a supervisor if the kitchen could be opened to get something to drink. The complainant was told to wait and the delay seemed unreasonable. Complainant sees this as retaliation.
- *The shelter responded; however, the document is not available at the time of the compilation of this report for technical reasons*

Complaint #4 (SOC 13)

- The Complainant says that after lights were off, a supervisor engaged in conversation for over an hour, disturbing the floor while guests were trying to sleep.
- *The shelter responded; however, the document is not available at the time of the compilation of this report for technical reasons*

Adante

Client #1

Complaints submitted: 6/06/2023

Response received: 6/07/2023

Client-complainant alleges SOC Violations:

- **Standard 1** (Treat clients equally, with respect and dignity...)
- **Standard 2** (Provide shelter services in an environment that is safe)
- **Standard 3** (...hire janitorial staff to clean shelters on a daily basis)
- **Standard 4** (Provide incontinence supplies upon request)
- **Standard 7** (Supply...drinking water...during normal operating hours)
- **Standard 8** (ADA)
- **Standard 9** (Engage a nutritionist who shall develop all meal plans...and post menus daily)
- **Standard 10** (Make dietary modifications...)
- **Standard 13** (Make the shelter facility available for sleeping at least 8 hours per night)
- **Standard 28** (Laundry services)

Complaint #1 (SOCs 1, 8, 9, and 10):

- The client alleges that when staff were questioned about selling lactose-free food, they responded disrespectfully. The client would be very surprised to learn that a nutritionist or dietician has reviewed the meals provided, which are of very low quality. Those, like the complainant, with food allergies or sugar intolerance, are forced to procure their own food.
- *Management responded that meals are not sold by staff. Grievance forms are easily accessible when guests walk into the building. Dietary requests can be made at any time. Upon intake guests are asked if they have any dietary needs. If so, this is arranged with the vendor and the accommodation is logged. All guests receive breakfast and dinner only. Pictures of meals were provided.*

Complaint #2 (SOC 3):

- The client states that over the past eight months, soap and hand sanitizer have not been provided for use in guests' rooms, nor have room carpets been vacuumed or bathrooms mopped.
- *Soap and hand sanitizer is available upon request. Each floor has a staff that will assist the guest if these items are needed. Hygiene kits are given to guests on intake. Vacuums and Mops are provided to guest when they want to clean their rooms. It is the guest's responsibility to maintain a clean room. If the guest incapable of maintaining their rooms, staff help them or request services provided through appropriate agencies.*

Complaint #3 (SOC 4)

- Incontinence supplies are not provided by the shelter. Male guests with bladder control issues must ask female friends for these.
- *The shelter states that incontinence supplies are available upon request. The client has not requested these items. A photo of an ample supply of these supplies was provided.*

Complaint #4 (SOC 7)

- Bottled water is rarely provided. Guests for the most part must drink from their shower.
- *Bottled water is only required to be provided with dinner. The shelter has a water dispenser in the lobby where guests can get as much water as they need, 24 hours a day.*

Complaint #5 (SOC 13)

- Some guests argue loudly or fight during quiet hours on a regular basis, but staff do not take effective action to stop or discourage this. It is hard for other guests to sleep.
- *Quiet time at the site is 10PM to 7AM. Staff do their best to maintain a quiet environment during those hours. Guests that are loud are spoken to. If it continues they get a write up or asked to leave the room for some time to "cool off." This is explained to guests during intake.*

Complaint #6 (SOC 28)

- The client alleges that another guest at the shelter did not have her linen washed regularly. As a result, she appears to have a bed bug problem.
- *The shelter states that they have a linen washing schedule posted on every floor and inside the elevator. It is the guest's responsibility to bag their linen and placed outside their door at the scheduled time. They have not had any bed bugs outbreaks due to the dirty linen, though bed bugs may be brought in by guests that bring in property they find on the streets.*

A Woman's Place Drop-In

Client #1

Complaints submitted: 6/05/2023

Response received: 6/30/23

Client-complainant alleges SOC Violations:

- **Standard 1:** (Treat clients equally, with respect and dignity...)
- **Standard 2:** (Provide shelter services in an environment that is safe and free of physical violence...)

Complaint #1 (SOC 1, 2):

- The client/complainant alleges Anthony’s security personal treat clients “as if we are prisoners.” One of them was seen grabbing a client (not the complainant) by the collar of her jacket to move her from where she was sanding. On a different day a women that appeared to be having a mental health crisis was physically tactics forced out of the bathroom. Violent behavior of this nature triggers the complainant’s PTSD. The client is a domestic violence survivor.
- *The shelter responded to the complaint reporting that they are aware the police were called on the security guard for pushing a client. Their investigation found he has had other complaints about this kind of behavior. Shelter management discussed the matter with the guard’s (St. Anthony’s Community Safety Services) supervisor. The security guard in question will be retrained, including on de-escalation and how to speak with guests to make it less likely they themselves become assaultive. He will not return to the site until he receives appropriate training.*

Client #2

Complaints submitted: 6/16/2023

Response received: The shelter has not responded to this complaint.

Client-complainant alleges SOC Violations:

- **Standard 1:** (Treat clients equally, with respect and dignity...)
- **Standard 2:** (Provide shelter services in an environment that is safe and free of physical violence...)

Complaint #1 (SOC 1, 2)

- On two occasions it was reported to staff that another client threatened the complainant, saying “You’re going to be sorry,” for not giving her a cigarette. The complainant feels unsafe. On 6/09/23 in the afternoon this same client deliberately pushed over the complainant’s coffee. Staff said they would take care of the bad behavior. But they have not, and the other client is increasingly aggressive, e.g., mimicking the client in an offensive way and sitting close to the complainant to cause discomfort. The complainant does not feel staff is doing what they should to provide a safe space.
- *The shelter has not responded to this complaint.*

June 2023 Client Complaints by Standard

Standard of Care	Complaints alleging violations of this SOC
Standard 1: Treat all clients equally, with respect and dignity...	6
Standard 2: Provide shelter services in an environment that is safe...	2
Standard 3: ...hire janitorial staff to clean shelters on a daily basis	1
Standard 4: Provide incontinence supplies upon request ...	1
Standard 7: Supply...drinking water...during normal operating hours...	1

Standard 8: Provide shelter Provide shelter services in compliance ADA...	1
Standard 9: Engage a nutritionist, who shall develop all meal plans...	1
Standard 10: Make dietary modifications to accommodate clients...	1
Standard 13: Make sleeping available at least 8 hours per night	2
Standard 28: Laundry services	1

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

Total Client Complaints FY 2022-2023

Site	COVID capacity	7/22	8/22	9/22	10/22	11/22	12/22	1/23	2/23	3/23	4/23	5/23	6/23	Total (FY22-23)
A Woman's Place	25					0	0	0	0	0	1	0	0	1
AWP Drop-in						1	1	1	0	0	0	1	2	6
Adante	73											0	1	1
Bayview Nav										0	0	1	0	1
Buena Vista Horace Mann	69 mats	0	0	0	0	0	0	0	0	0	0	0	0	0
Central Waterfront Nav										1	0	0	0	1
Compass Family	21 families	0	0	0	0	0	0	0	0	0	0	0	0	0
Cova	87											0	0	
Division Circle	180	-	-	-	-	0	0	1	0	0	0	0	0	1
Dolores Street	39 guests			0	0	0	0	0	0	0	0	0	0	0
Hamilton Family	69 families	0	1	0	0	0	0	0	0	0	0	0	0	1
Harbor House Family	30 families	0	0	0	0	0	0	0	0	0	0	0	0	0
MNRC	15 guests			0	0	0	0	0	0	0	0	0	0	0
Lark Inn	35 beds	0	0	0	0	0	0	0	0	0	0	0	0	0
Lower Polk TAY										1	0	0	0	1
Monarch	96	-	-	-	-	-	0	2	0	0	0	0	0	2
MSC South Shelter	218 beds	1	0	1	0	0	2	0	0	1	0	0	0	5
Next Door	248 beds	2	0	0	0	0	1	1	0	0	0	0	0	4
Providence Family	Reopened	0	0	0	0	0	0	-	-	-	0	0	0	0
Sanctuary (ECS)	124 beds	2	0	0	1	0	2	1	0	2	0	3	1	12
St. Joseph's Family	9 families	0	0	0	0	0	0	0	0		0	0	0	0
Taimon Booton										1	0	0	0	1
Total	Single adult: 1338 beds/mats	5	1	1	1	1	6	6	0	6	1	4	5	37
		Family: 128 families and 80 beds/mats												

Staff Update and Committee Membership

Meetings

Committee meetings are now being held at City Hall, Rm. 408.

Membership

There are currently four unfilled Seats (which appear to be 1, 5, 11 and 12). HOC is working on a protocol for selecting and approving applicants to fill SMC seats. HSH has indicated that there will not in fact be two DPH Members. Staff is in contact with potential candidates.

Anyone interested in applying for a seat on the Committee, please contact staff at 628-652-7706 or email shelter.monitoring@sfgov.org for more information.

FY2023-2024 Upcoming Meeting Calendar

- August 16, 2023
- September 20, 2023
- October 18, 2023
- November 15, 2023



City and County of San Francisco
Shelter Monitoring Committee

FY2022-2023 Announced Site Visit Tally

Site	7/22	8/22	9/22	10/22	11/22	12/22	1/23	2/23	3/23	4/23	5/23	6/23	Total
711 Post St. ²					1								1
Buena Vista Horace Mann													0
Compass Family													0
Hamilton Family													0
Harbor House Family													0
Lark Inn													0
MSC South													0
Next Door													0
A Woman's Place ¹			1										1
Providence Family													0
MNRC*													
Dolores*													
Sanctuary													0
St. Joseph's Family													0
¹ New Sept ² New Oct													
Total	0	0	1	0	1								2

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