



# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** May 14, 2024  
**RE:** April 2024 Staff SOC Report

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### Client Complaints

Nine formal complaints were submitted through the SMC in April 2024.

*\*\*\*Note: SMC receives Standard of Care complaints each month that do not end up being submitted in writing, either because they were resolved informally or the client did not provide basic necessary details. 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.*

### Bayview Navigation Center

#### Client 1

**Submitted to SMC: 4/2/24 Sent to shelter: 4/8/2024 SMC received response: 4/8/24**

#### **Alleged Standard of Care (SOC) Violations:**

- SOC #2 (Safety)

#### Allegation #1 (SOC 2):

- The complainant alleged staff struck him while he was trying to be of assistance to staff.
- *The shelter produced video purporting to show staff may have touched the client (who was intervening in a situation he should have let staff handle) but did not strike him.*

### MSC-South

#### Client 1

**Submitted to SMC: 4/1/24 Sent to shelter: 4/2/2024 SMC received response: 4/9/24**

#### **Alleged Standard of Care (SOC) Violations:**

- SOC #1 (Treat clients equally, with respect and dignity...)
- SOC #2 (Safety)

#### Allegation #1 (SOCs 1, 2):

- The complainant alleges that bad behavior, including sexual assault, is not properly addressed by the shelter.
- *The shelter states they investigated but could not corroborate the specific incident, which took place in a restroom. They do their best to respect clients and to maintain a safe environment.*

## MSC-South

### Client 2

Submitted to SMC: 4/5/24 Sent to shelter: 4/8/2024 **SMC has not received a response**

#### **Alleged Standard of Care (SOC) Violations:**

- SOC #1 (Treat clients equally, with respect and dignity...)
- SOC #2 (Safety)

#### **Allegation #1 (SOCs 1, 2):**

- The complainant reported that he was unfairly associated with a brawl and subsequently dragged out of the shelter by members of staff who were not authorized to use physical coercion. In the process, he suffered a laceration to his arm that required medical treatment.
- *The SMC is still, as of 5/14/2024, awaiting a response to this complaint. **LATE***

## MSC-South

### Client 3

Submitted to SMC: 4/2/24 Sent to shelter: 4/5/2024 SMC received response: 4/30/24

#### **Alleged Standard of Care (SOC) Violations:**

- SOC #1 (Treat clients equally, with respect and dignity...)
- SOC #2 (Safety)

#### **Allegation #1 (SOC 1):**

- The client says he was unfairly DOS'd after being mistreated by another client, and treated rudely in the process. Also, staff took no action when he was subsequently assaulted outside of the shelter and injured.
- *The shelter says the client raised his cane threateningly toward another guest and staff denies using the expletives he alleges they used when he was exited.*

## MSC-South

### Client 4

Submitted to SMC: 4/18/24 Sent to shelter: 4/19/2024 SMC received response: 5/1/24

#### **Alleged Standard of Care (SOC) Violations:**

- SOC #1 (Treat clients equally, with respect and dignity...)
- SOC #8 (Provide shelter services in compliance with the ADA...)

#### **Allegation #1 (SOC 1):**

- The complainant alleges the shelter does not take appropriate action to dissuade troublemakers from harassing and mistreating other guests.
- *The shelter insists they do whatever is appropriate to maintain a good environment for guests.*

#### **Allegation #2 (SOC 8):**

- The complainant states that the shelter did not assist him when he asked for help as a person with a disability to see material that is supposed to be posted.
- *The shelter claims staff did not act as the client alleges and that materials are visible and posted in easily accessible areas.*

**Allegation #3 (SOC 1):**

- The client says he was not protected when another guest became irate, i.e., staff did not use de-escalation techniques. Furthermore, he was denied a pen when he asked for one so that he could complete a grievance.
- *The shelter was not able to substantiate the client's assertions. Staff deny behaving as alleged.*

**MSC-South**

**Client 5**

**Submitted to SMC: 4/22/24 Sent to shelter: 4/24/2024 SMC received response: 5/9/24**

**Alleged Standard of Care (SOC) Violations:**

- SOC #1 (Treat clients equally, with respect and dignity...)
- SOC #8 (Provide shelter services in compliance with the ADA...)
- SOC #10 (Make dietary modifications...)
- SOC # 28 (Laundry services...)
- SOC #31 (Training)

**Allegation #1 (SOCs 1, 31):**

- The complainant alleges staff at the food counter were unreasonable and rude.
- *Staff admits to stating the rules in a "stern" tone. Management is providing retraining.*

**Allegation #2 (SOC 8):**

- The complainant states staff would not get ice for him when he needed this per doctor's orders to treat an ankle injury, telling him to go to a nearby shop to acquire it himself (on crutches).
- *The shelter claims staff did not have access to ice at the time it was requested, and they merely informed him of an option.*

**Allegation #3 (SOCs 10, 31):**

- The client asked for but was denied a reasonable accommodation that he requested in order to perform religious activities.
- *The shelter is somewhat constrained in what it can offer, but are working with the client on this.*

**Allegation #4 (SOC 28):**

- The complainant states that laundry times were changed without notice.
- *The shelter posts a schedule. The procedure was explained again to the client.*

**Oasis Family Shelter**

**Client 1**

**Submitted to SMC: 2/6/24 Sent to shelter: 4/12/2024 SMC received response: 4/12/24**

**Alleged Standard of Care (SOC) Violations:**

- SOC #1 (Treat clients equally, with respect and dignity...)
- SOC #2 (Safety)

- SOC #31 (Training)

**Allegation #1 (SOC 1):**

- The complainant reported a possible financial identity theft and fraud. She believes her debit card was intercepted and that a member of the staff attempted to activate it in order to steal her funds.
- *The shelter investigated but was not able to determine what happened to the bank card or even if it ever arrived at the shelter.*

**Allegation #2 (SOCs 2, 31):**

- The complainant reported that a member of the staff revealed her location to parties with no clearance to receive this information, which because of this possible HIPAA violation made its way to a party that she was afraid of and attempting to keep clear of.
- *The shelter investigated this allegation but was thwarted because (1) the accused abruptly quit their job and was no longer available to question, and (2) the complainant did not want to reveal key information that was key to determining the sequence of events that led to her location being revealed.*

**Bayshore Navigation Center**

**Client 1**

**Submitted to the shelter: 4/19/24      Response: 5/2/24**

**Alleged Standard of Care (SOC) Violations:**

- SOC #1 (Treat clients equally, with respect and dignity...)

**Allegation #1 (SOC 1):**

- The client reported that staff were rude during screening at entry.
- *The shelter expressed regret for the manner in which the screening was conducted. They will offer retraining to the staff in question.*

**Allegation #2 (SOC 1):**

- Staff joked inappropriately, i.e., in a way that they should have understood could be seen as disrespectful, making light of the client's predicament.
- *The shelter expressed regret and will offer retraining.*

**Allegation #3 (SOC 1):**

- Staff allegedly told the guest (in an aggressive, uncaring way) that if they don't like it there they can leave.
- *The shelter expressed regret and will offer retraining.*

**Bayshore Navigation Center**

**Client 2**

**Submitted to the shelter: 4/24/24      Response: 5/2/24**

**Alleged Standard of Care (SOC) Violations:**

- SOC #1 (Treat clients equally, with respect and dignity...)

**Allegation #1 (SOC 1):**

- The client reported that staff were rude during screening at entry and he ended up being DOS'd.
- *The shelter reported that the client had a can of paint, which could not be allowed into the shelter. The client may have been goaded into making a threatening remark, which led to his being DOS'd. The shelter expressed regret for the manner in which the screening was conducted. They will offer retraining to the staff in question.*

**April 2024 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...	11
Standard 2: Provide shelter services in an environment that is safe ...	6
Standard 8: Provide shelter services in compliance with the ADA...	2
Standard 10: Make dietary modifications...	1
Standard 28: ... laundry services ...	1
Standard 31: Training	3

Please note that each complaint can include alleged violations of more than one SOC.

**Total Client Complaints FY 2023-2024\***

Site	Site Capacity	7/23	8/23	9/23	10/23	11/23	12/23	1/24	2/24	3/24	4/24	5/24	6/24	Total (FY23-24)	
711 Post/Ansonia	250 beds								1					1	
Baldwin	179 beds						2							2	
Bayshore Nav	128 beds			1						1	2			4	
Bayview Nav	203 beds			1							1			2	
Buena Vista/Horace Mann	69 mats													0	
Central Waterfront Nav	60 beds		1		2/3	1								5	2
Division Circle Nav	186 beds		1	3					1					5	
Ellis Semi-Congregate	130 beds	1					1			1				3	
Embarcadero Nav Cntr	200 beds						1		1					2	
Hamilton Family	27 families						1			2				3	
Harbor House Family	30 families													0	
Hospitality House	22 beds				1									1	
Lark Inn	36 beds													0	
MSC South Shelter	327 beds					1	1	1	3		1/5			11	3
Monarch	93 beds			2	1		1	1		1				6	3
Next Door	334 beds	1				1				1				3	
Oasis Family	54 beds							1	2		1			4	
Sanctuary	200 beds													0	
A Woman's Place	25 beds	1			1				1					3	
<b>Total</b>		<b>3</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>0</b>		<b>54</b>	<b>8</b>

\*Late responses are in red

### **Staff Update and Committee Membership**

#### **Membership ([Admin. Code Sec. 30.305](#))**

There is currently **one unfilled seat** on the Shelter Monitoring Committee:

**Seat 1** - Must be homeless or formerly homeless who is living or has lived with their homeless child under the age of 18. (These requirements are being revised in accord with the changes proposed by the SMC in 2022.)

If you or anyone you would be willing to recommend is interested in applying for a Seat on the Committee, please contact staff at 628-652-8080 or email [shelter.monitoring@sfgov.org](mailto:shelter.monitoring@sfgov.org) for more information.

**FY2023-2024 Upcoming Meeting Calendar:** Jun 19

**FY2024-2025 Upcoming Meeting Calendar:** Jul 17, Aug 21, Sep 18, Oct 16, Nov 20