



Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: July 19, 2022
RE: June 2022 SOC Staff Report

June Client Complaints

There were no finalized complaints submitted through the SMC in June 2022.

Note: Frequently the SMC staff receive tentative complaints that the complainant never follows up on. That is, they do not provided minimally necessary details or they do not approve the 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 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.

June 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...	0
Standard 2: Provide services in an environment that is safe and free of physical violence...	0
Standard 31: ...training, including in emergency procedures...	0

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

Total Client Complaints FY 2021-2022

Site	COVID capacity	7/21	8/21	9/21	10/21	11/21	12/21	1/22	2/22	3/22	4/22	5/22	6/22	Total (FY21-22)
Buena Vista Horace Mann	30 mats	0	0	0	0	0	0	0	0	0	0	0	0	0
Compass Family	21 families	0	0	0	0	0	0	0	0	0	0	0	0	0
Hamilton Family	25 families	0	0	0	0	0	0	0	0	0	0	0	0	0
Harbor House Family	28 families	0	0	0	0	0	0	0	0	0	0	0	0	0
												0	0	
Lark Inn	24 beds	0	0	0	0	0	0	0	0	0	0	0	0	0
MSC South Shelter	168 beds	1	0	0	0	1	4	0	0	1	0	0	0	7
Next Door	181 beds	0	0	0	0	0	2	0	0	0	1	1	0	4
Providence Family	51 beds	0	0	0	0	0	0	0	1	0	0	0	0	1
Sanctuary	124 beds	0	0	1	0	0	0	0	0	0	0	0	0	1
St. Joseph's Family	9 families	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	Single adult: 497 beds/mats	1	0	1	0	1	6	0	1	1	1			13
	Family: 83 families and 81 beds/mats													

June 2022 Site Visit Infractions

The Committee completed 5 unannounced site visits in June 2022. There were no infractions noted on the visit to the MSC-South, Hamilton Family, or Compass. (Discussed training and emergency drills with Compass management.). The infractions from the remaining site visits are listed below:

Next Door

Site visit date: 6/17/22

Infractions submitted to site: 6/28/22

Site responded: 6/28/22

SOC Infractions:

- **Standard 3:** Restroom not in working order – **Pending**
- **Standard 9:** Menu posted in English but not Spanish – **Resolved**
- **Standard 17:** No signage posted noting status of restroom repairs – **Resolved**
- **Standard 31:** Training. Staff reported no cultural competency training this year – **Resolved**

Sanctuary

Site visit date: 6/22/22

Infractions submitted to site: 6/28/22

Site responded: 6/30/22

SOC Infractions:

- **Standard 3:** Shower not in good working order – **Pending**
- **Standard 17:** No signage posted noting status of restroom repairs – **Resolved**

FY2021-2022 Unannounced Site Visit Tally

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

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	2/22	3/22	4/22	5/22	6/22	Total
Buena Vista Horace Mann				1					1				2
Compass Family		1			1					1			3
Hamilton Family			1							1			2
Harbor House Family	1			1	1					1			4
Lark Inn		1			1				1				3
MSC South Shelter			1		1				1				3
Next Door				1					1				2
Providence Family				1						1			2
Sanctuary	1			1	1				1				4
St. Joseph's Family			1	1					1				3
Total	2	2	3	6	5	0	0	0	6	4	0	0	28

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 is currently one unfilled seat 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.

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.

FY2022-2023 Upcoming Meeting Calendar

- August 17
- September 21
- October 19