



City and County of San Francisco

# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** September 15, 2022  
**RE:** **August 2022 Staff SOC Report**

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### August Client Complaints and Investigations

There was one finalized complaint submitted through the SMC in August 2022.

*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 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.*

### Next Door (Site S)

#### **Client #1, Investigation:**

**Complaint submitted: 7/25/2022**

**Investigation requested: 7/28/2022**

**Investigation completed: 8/15/2022**

#### **Client-complainant alleges SOC Violations:**

- **Standard 1:** Treat all clients equally, with respect and dignity...

Client alleged negligent handling of incoming mail, which led to her losing her place on a housing waiting list. The shelter responded that mail is distributed daily. The item in question arrived the day after a holiday and that the client did not pick it up for several days. Staff assisted the client, who was allowed to remain on the waiting list. A survey of guests found that 33% agreed with the client's contention that mail handling needs improvement. (A 50% threshold is required to find the shelter out of compliance when a complaint can only be assessed subjectively.)

#### **Findings: Inconclusive**

**Recommended Action: No formal recommendation; however, it was suggested that the shelter consider reviewing its mail handling procedures and practices.**

### Hamilton Family

#### **Client #1, Complaint #1:**

**Complaint submitted: 8/26/2022**

**Response received: 8/30/2022**

**Client-complainant alleges SOC Violations:**

- **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 3:** Hire janitorial staff to clean the shelters on a daily basis...
  - **Standard 17:** Post when a maintenance problem will be repaired...
- That while conducting room inspection staff have on more than one occasion told her to “shut up,” as many as three times in one encounter.
  - Harassment by staff member who told her she must wear a bra under her top and threatened to write her up. Client feels her clothing was in no way inappropriate and that in having her clothing choices questioned she was being treated without dignity and respect.
  - Urine on the floor on a Friday evening was not cleaned up by Saturday at 10:45 am. When the client reported this to the manager, he “aggressively pushed her and her child out of office and shut door in her face while she was still talking.” He gave her a warning notice for coming to his office in a “sheer tank top with no bra.” Her top was made of knit yarn, not sheer.
  - She received an email from the Site Director stating that she was going to get her transferred. The client feels bullied, threatened, and harassed.
  - When she attempted to let staff know of the urine and that all the stalls were locked except one. Staff refused to address the issue and told the client to go elsewhere “with this stuff,” even loudly saying the client was lying. The client received a warning write up indicating that she was the one being verbally abusive, which she denies.
  - Bathroom stalls were locked for an extended period, for repair, without the required notification being posted.

**August 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: Hire janitorial staff to clean the shelters daily ...	1
Standard 17: Post when a maintenance problem will be repaired...	1

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



Next Door	0	0											0
Providence Family	0	0											0
Sanctuary	0	0											0
St. Joseph's Family	1	0											1
<b>Total</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>

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

***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
Buena Vista													0
Horace Mann													0
Compass Family													0
Hamilton Family													0
Harbor House Family													0
Lark Inn													0
MSC South Shelter													0
Next Door													0
Providence Family													0
Sanctuary													0
St. Joseph's Family													0
<b>Total</b>	<b>0</b>	<b>0</b>											<b>0</b>

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 child under age 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](mailto:angella.david@sfdph.org) for more information.

**FY2022-2023 Upcoming Meeting Calendar**

- October 19
- November 16