



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: June 13, 2023
RE: June 2023 Staff SOC Report

May Client Complaints and Investigations

There were 5 formal complaints submitted through the SMC in May 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: 5/8/2023

Response received: 5/12/2023

Client-complainant alleges SOC Violation:

- **Standard 5:** (Comply with current City policy set forth in the San Francisco Code including the requirements set forth in Chapter 3 (Integrated Pest Management Code))

Complaint #1 (SOC 5):

- Complaint provided photos of multiple bites Management stated they saw no evidence infestation, but client woke up with another visible bite. Management said pest control came in April; however, client worries the problem has not been resolved.
- *The shelter responded that their pest control tech investigated and reports that there was no evidence of bed bugs or fleas. Management met with the resident to look at her bites and to encourage her to see the DPH nurse. She declined to see the DPH nurses. She was encouraged to notify them if she continues to receive bites.*

Client #2

Complaint submitted: 5/17/2023

Response received: 5/31/2023

Client-complainant alleges SOC Violations:

- **Standard 9** (Engage a nutritionist, who shall develop all meal plans...)
- **Standard 10:** (Make dietary modifications to accommodate request from clients...)

Complaint 1 (SOC 9):

- The client stated that the menu has changed multiple times in the past few months in addition portions have been cut significantly. The client believes dietitian was not consulted.
- *The shelter has changed the monthly meal menus for breakfast and dinner to better reflect the diverse demographics that of their clients. The variety makes for a better meal experience. They have also been able to reduce processed food/ingredients. Menus have been sent to the Registered Dietitian for pattern/portion review. Portions prepared for meal distribution are weighed or measured out for each prepared meal. Prior kitchen staff at the shelter were over serving guests and not adhering to the posted meal components. The shelter seeks to ensure consistent standards are met. The portion pattern for each meal is listed on the posted menus at each site in both English and Spanish.*

Complaint 2 (SOC 10):

- The complainant-client is lacto-vegetarian and does not eat eggs. On most days they are unable to eat breakfast and report to only eat dinner maybe 1 out of 5 nights. The client also says that the food is very unpleasant in taste.
- *The shelter informs clients that if they have special dietary needs, they can ask for assistance in submitting a meal accommodation request form. They seek to provide meals in accord with the standards of care. Note that, since receiving this complaint, they received a meal accommodation request form from a client who is lacto-vegetarian. They are committed to doing all they can within reason to accommodate lacto-vegetarian diets.*

Client #3

Complaints submitted: 5/08/2023

Response received: 5/12/2023

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...)

Complaint #1 (SOC 1)

- The complainant-client says that staff does not take written complaint seriously and appropriate action/follow-up is often not done.
- *The shelter gets a steady stream of complaints from this client and does their best to balance their interests with those of other guests.*

Complaint #2 (SOC 2)

- The complainant-client has written complaints about another guest constantly harassing and being threatening to her. The response of supervisors and staff is ineffective. Complainant feels unsafe because she sees the other client being allowed to continue with her threatening behavior.

- *The shelter states that the other guest has struggles with her mental health and tends to talk to herself. They believe her words are not directed at the complainant and there was no realistic threat. They know the other guest's pattern, and the nominally threatening speech has not been correlated with any action. They attempted to reassure the complainant.*

Bayview SAFE Navigation

Client #1

Complaints submitted: 3/27/2023

Response received: 6/07/2023

Client-complainant alleges SOC Violations:

- **Standard 1** (Treat clients equally, with respect and dignity...)

Complaint #1 (SOCs 1):

- The complainant reports an employee singled him out for subtle harassment. For no reason, the staffer asked him at least five times in a row within the space of a few hours for his bed number as he exited or returned to the room. Staff did not ask anyone else this. He is recovering from a serious injury and the staffer's behavior adds to his stress and anxiety. He is afraid of retaliation.
- *Management discussed the incident with staff, as well as the guest. Rules for checking in and out were covered and the client was assured that he has nothing to worry about. There will be no retaliation against him. They pride themselves on operating fairly and try to create an environment that is safe for guests as well as staff.*

A Woman's Place Drop-In

Client #1

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- **Standard 8:** (Provide shelter Provide shelter services in compliance with the Americans with Disabilities Act... and shall ensure case management services go to those shelter clients most in need of case management...)

Complaint #1 (SOC 1):

- The client/complainant says Case Manager is not respecting her domestic partnership relationship by refusing to meet with couple at same time. It appears that partner is getting pulled in a different direction for housing for single and the legal Domestic Partnership is being dismissed for couple housing.
- *Case manager states virtually every meeting she has conducted has been together with the client's partner. The few times this did not happen were requested by the partner.*

Complaint #2 (SOC 8)

- The client alleges the Case Manager has referenced herself as IF she is a friend to the client. Client really needs case management to assist with access to housing options for her and her partner “as well as other, wrap-around services.”
- *The case manager helped the client to obtain domestic partnership status and also provided many options for housing, such as SRO’s. Unfortunately, the client has been unable to cut expenses for housing which allows couples. Though the case manager has expended a great deal of time and effort, the client remains dissatisfied. Their expectations are not in line with what can realistically be accomplished.*

May 2023 Client Complaints by Standard

Standard of Care	Complaints alleging violations of this SOC
Standard 1: Treat all clients equally, with respect and dignity...	3
Standard 2: Provide shelter services in an environment that is safe...	1
Standard 5: Comply with City policy set forth in the San Francisco Code...	1
Standard 8: Provide shelter Provide shelter services in compliance with the Americans with Disabilities Act... and shall ensure case management services go to those shelter clients most in need of case management...	1
Standard 9: Engage a nutritionist, who shall develop all meal plans...	1
Standard 10: Make dietary modifications to accommodate clients...	1

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

Total Client Complaints FY 2022-2023

[illegible]

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		
Lark Inn	35 beds	0	0	0	0	0	0	0	0	0	0	0		0
Lower Polk TAY										1	0	0		1
Monarch	96	-	-	-	-	-	0	2	0	0	0	0		2
MSC South Shelter	218 beds	1	0	1	0	0	2		0	1	0	0		5
Next Door	248 beds	2	0	0	0	0	1	1	0	0	0	0		4
Providence Family	Reopened	0	0	0	0	0	0	-	-	-	0	0-	-	0
Sanctuary (ECS)	124 beds	2	0	0	1	0	2	1	0	2	0	3		11
St. Joseph's Family	9 families	0	0	0	0	0	0	0	0		0	0		0
Taimon Booton										1	0	0		1
Total	Single adult: 1338 beds/mats	5	1	1	1	1	6	6	0	6	0	5		33
Family: 128 families and 80 beds/mats														

Staff Update and Committee Membership

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

Membership

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- The complainant-client is lacto-vegetarian and does not eat eggs. On most days they are unable to eat breakfast and report to only eat dinner maybe 1 out of 5 nights. The client also says that the food is very unpleasant in taste.
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Client #3

Complaints submitted: 5/08/2023

Response received: 5/12/2023

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...)

Complaint #1 (SOC 1)

- The complainant-client says that staff does not take written complaint seriously and appropriate action/follow-up is often not done.
- *The shelter gets a steady stream of complaints from this client and does their best to balance their interests with those of other guests.*

Complaint #2 (SOC 2)

- The complainant-client has written complaints about another guest constantly harassing and being threatening to her. The response of supervisors and staff is ineffective. Complainant feels unsafe because she sees the other client being allowed to continue with her threatening behavior.

- *The shelter states that the other guest has struggles with her mental health and tends to talk to herself. They believe her words are not directed at the complainant and there was no realistic threat. They know the other guest's pattern, and the nominally threatening speech has not been correlated with any action. They attempted to reassure the complainant.*

Bayview SAFE Navigation

Client #1

Complaints submitted: 3/27/2023

Response received: 6/07/2023

Client-complainant alleges SOC Violations:

- **Standard 1** (Treat clients equally, with respect and dignity...)

Complaint #1 (SOCs 1):

- The complainant reports an employee singled him out for subtle harassment. For no reason, the staffer asked him at least five times in a row within the space of a few hours for his bed number as he exited or returned to the room. Staff did not ask anyone else this. He is recovering from a serious injury and the staffer's behavior adds to his stress and anxiety. He is afraid of retaliation.
- *Management discussed the incident with staff, as well as the guest. Rules for checking in and out were covered and the client was assured that he has nothing to worry about. There will be no retaliation against him. They pride themselves on operating fairly and try to create an environment that is safe for guests as well as staff.*

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- *The case manager helped the client to obtain domestic partnership status and also provided many options for housing, such as SRO’s. Unfortunately, the client has been unable to cut expenses for housing which allows couples. Though the case manager has expended a great deal of time and effort, the client remains dissatisfied. Their expectations are not in line with what can realistically be accomplished.*

May 2023 Client Complaints by Standard

Standard of Care	Complaints alleging violations of this SOC
Standard 1: Treat all clients equally, with respect and dignity...	3
Standard 2: Provide shelter services in an environment that is safe...	1
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Note that each complaint can include alleged violations of more than one Standard of Care

Total Client Complaints FY 2022-2023

[illegible]

Hamilton Family	69 families	0	1	0	0	0	0	0	0	0	0	0	0	1
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Lark Inn	35 beds	0	0	0	0	0	0	0	0	0	0	0		0
Lower Polk TAY										1	0	0		1
Monarch	96	-	-	-	-	-	0	2	0	0	0	0		2
MSC South Shelter	218 beds	1	0	1	0	0	2		0	1	0	0		5
Next Door	248 beds	2	0	0	0	0	1	1	0	0	0	0		4
Providence Family	Reopened	0	0	0	0	0	0	-	-	-	0	0-	-	0
Sanctuary (ECS)	124 beds	2	0	0	1	0	2	1	0	2	0	3		11
St. Joseph's Family	9 families	0	0	0	0	0	0	0	0		0	0		0
Taimon Booton										1	0	0		1
Total	Single adult: 1338 beds/mats	5	1	1	1	1	6	6	0	6	0	5		33
Family: 128 families and 80 beds/mats														

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

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City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: June 13, 2023
RE: June 2023 Staff SOC Report

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ECS Sanctuary

Client #1

Complaints submitted: 5/8/2023

Response received: 5/12/2023

Client-complainant alleges SOC Violation:

- **Standard 5:** (Comply with current City policy set forth in the San Francisco Code including the requirements set forth in Chapter 3 (Integrated Pest Management Code))

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- Complaint provided photos of multiple bites Management stated they saw no evidence infestation, but client woke up with another visible bite. Management said pest control came in April; however, client worries the problem has not been resolved.
- *The shelter responded that their pest control tech investigated and reports that there was no evidence of bed bugs or fleas. Management met with the resident to look at her bites and to encourage her to see the DPH nurse. She declined to see the DPH nurses. She was encouraged to notify them if she continues to receive bites.*

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Complaint submitted: 5/17/2023

Response received: 5/31/2023

Client-complainant alleges SOC Violations:

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- *The shelter states that the other guest has struggles with her mental health and tends to talk to herself. They believe her words are not directed at the complainant and there was no realistic threat. They know the other guest's pattern, and the nominally threatening speech has not been correlated with any action. They attempted to reassure the complainant.*

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Total Client Complaints FY 2022-2023

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Client #1

Complaints submitted: 3/27/2023

Response received: 6/07/2023

Client-complainant alleges SOC Violations:

- **Standard 1** (Treat clients equally, with respect and dignity...)

Complaint #1 (SOCs 1):

- The complainant reports an employee singled him out for subtle harassment. For no reason, the staffer asked him at least five times in a row within the space of a few hours for his bed number as he exited or returned to the room. Staff did not ask anyone else this. He is recovering from a serious injury and the staffer's behavior adds to his stress and anxiety. He is afraid of retaliation.
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- *The case manager helped the client to obtain domestic partnership status and also provided many options for housing, such as SRO’s. Unfortunately, the client has been unable to cut expenses for housing which allows couples. Though the case manager has expended a great deal of time and effort, the client remains dissatisfied. Their expectations are not in line with what can realistically be accomplished.*

May 2023 Client Complaints by Standard

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

Total Client Complaints FY 2022-2023

[illegible]

Hamilton Family	69 families	0	1	0	0	0	0	0	0	0	0	0	0	1
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Lark Inn	35 beds	0	0	0	0	0	0	0	0	0	0	0		0
Lower Polk TAY										1	0	0		1
Monarch	96	-	-	-	-	-	0	2	0	0	0	0		2
MSC South Shelter	218 beds	1	0	1	0	0	2		0	1	0	0		5
Next Door	248 beds	2	0	0	0	0	1	1	0	0	0	0		4
Providence Family	Reopened	0	0	0	0	0	0	-	-	-	0	0-	-	0
Sanctuary (ECS)	124 beds	2	0	0	1	0	2	1	0	2	0	3		11
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Taimon Booton										1	0	0		1
Total	Single adult: 1338 beds/mats	5	1	1	1	1	6	6	0	6	0	5		33
Family: 128 families and 80 beds/mats														

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City and County of San Francisco

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MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: June 13, 2023
RE: June 2023 Staff SOC Report

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Complaints submitted: 5/8/2023

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Client-complainant alleges SOC Violation:

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- Complaint provided photos of multiple bites Management stated they saw no evidence infestation, but client woke up with another visible bite. Management said pest control came in April; however, client worries the problem has not been resolved.
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Client #2

Complaint submitted: 5/17/2023

Response received: 5/31/2023

Client-complainant alleges SOC Violations:

- **Standard 9** (Engage a nutritionist, who shall develop all meal plans...)
- **Standard 10:** (Make dietary modifications to accommodate request from clients...)

Complaint 1 (SOC 9):

- The client stated that the menu has changed multiple times in the past few months in addition portions have been cut significantly. The client believes dietitian was not consulted.
- *The shelter has changed the monthly meal menus for breakfast and dinner to better reflect the diverse demographics that of their clients. The variety makes for a better meal experience. They have also been able to reduce processed food/ingredients. Menus have been sent to the Registered Dietitian for pattern/portion review. Portions prepared for meal distribution are weighed or measured out for each prepared meal. Prior kitchen staff at the shelter were over serving guests and not adhering to the posted meal components. The shelter seeks to ensure consistent standards are met. The portion pattern for each meal is listed on the posted menus at each site in both English and Spanish.*

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- The complainant-client is lacto-vegetarian and does not eat eggs. On most days they are unable to eat breakfast and report to only eat dinner maybe 1 out of 5 nights. The client also says that the food is very unpleasant in taste.
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Complaints submitted: 5/08/2023

Response received: 5/12/2023

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...)

Complaint #1 (SOC 1)

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- *The shelter gets a steady stream of complaints from this client and does their best to balance their interests with those of other guests.*

Complaint #2 (SOC 2)

- The complainant-client has written complaints about another guest constantly harassing and being threatening to her. The response of supervisors and staff is ineffective. Complainant feels unsafe because she sees the other client being allowed to continue with her threatening behavior.

- *The shelter states that the other guest has struggles with her mental health and tends to talk to herself. They believe her words are not directed at the complainant and there was no realistic threat. They know the other guest's pattern, and the nominally threatening speech has not been correlated with any action. They attempted to reassure the complainant.*

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RE: June 2023 Staff SOC Report

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Complaint #2 (SOC 8)

- The client alleges the Case Manager has referenced herself as IF she is a friend to the client. Client really needs case management to assist with access to housing options for her and her partner “as well as other, wrap-around services.”
- *The case manager helped the client to obtain domestic partnership status and also provided many options for housing, such as SRO’s. Unfortunately, the client has been unable to cut expenses for housing which allows couples. Though the case manager has expended a great deal of time and effort, the client remains dissatisfied. Their expectations are not in line with what can realistically be accomplished.*

May 2023 Client Complaints by Standard

Standard of Care	Complaints alleging violations of this SOC
Standard 1: Treat all clients equally, with respect and dignity...	3
Standard 2: Provide shelter services in an environment that is safe...	1
Standard 5: Comply with City policy set forth in the San Francisco Code...	1
Standard 8: Provide shelter Provide shelter services in compliance with the Americans with Disabilities Act... and shall ensure case management services go to those shelter clients most in need of case management...	1
Standard 9: Engage a nutritionist, who shall develop all meal plans...	1
Standard 10: Make dietary modifications to accommodate clients...	1

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

Total Client Complaints FY 2022-2023

[illegible]

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		
Lark Inn	35 beds	0	0	0	0	0	0	0	0	0	0	0		0
Lower Polk TAY										1	0	0		1
Monarch	96	-	-	-	-	-	0	2	0	0	0	0		2
MSC South Shelter	218 beds	1	0	1	0	0	2		0	1	0	0		5
Next Door	248 beds	2	0	0	0	0	1	1	0	0	0	0		4
Providence Family	Reopened	0	0	0	0	0	0	-	-	-	0	0-	-	0
Sanctuary (ECS)	124 beds	2	0	0	1	0	2	1	0	2	0	3		11
St. Joseph's Family	9 families	0	0	0	0	0	0	0	0		0	0		0
Taimon Booton										1	0	0		1
Total	Single adult: 1338 beds/mats	5	1	1	1	1	6	6	0	6	0	5		33
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 five unfilled Seats (which appear to be 1, 5, 7, 11 and 12). Cleanup legislation will be submitted soon to designate which seat is to be assigned to the second of two DPH Members. The Homelessness Oversight Commission will review the application of SMC's candidate for Seat 7 on July 6, 2023. Staff spoke with another potential candidate recently and provided information to her.

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

FY2023-2024 Upcoming Meeting Calendar

- July 19, 2023
- August 16, 2023
- September 20, 2023
- October 18, 2023
- November 15, 2023