



# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** April 17, 2024  
**RE:** **March 2024 Staff SOC Report**

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### Client Complaints

A total of six formal complaints were submitted through the SMC in March 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.*

### Monarch Hotel

#### Client 1

**Submitted to SMC: 3/11/2024 Sent to shelter: 3/27/2024 SMC received response: 3/29/2024**

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

- SOC #1 (Treat clients equally, with respect and dignity...)
- SOC #2 (Safety...)
- SOC #15 (Storage...)

#### **Allegation #1 (SOCs 1, 2, 15):**

- The complainant There is a serious infestation of mice and roaches in the Monarch Hotel shelter. She overheard staff telling each other not to lean on the walls because, “there are mice and bugs and all kind of s\*\*t in there.” She observed a glue trap, inches behind the lobby microwave, “overflowing with dead roaches.” Staff told the client that the building owner is responsible. The client does not accept this: Site managers must act to address this clear health/safety issue. The client developed a chronic sinus infection since coming to the Monarch. The dust from dried rodent feces is known to be dangerous. The infestation impacts guests and staff. A pest control service came, but this was limited to one or perhaps a few rooms. They did not spray the common areas.
- *The Monarch has had complaints of roaches and mice. They address these the same day, spraying the room (for roaches) or laying mice traps. A pest control company sprays every 2nd Thursday of the month. They take this very seriously. Some guests, however, refuse to allow spraying even though they complain of having a problem. The shelter asserted that they “passed an (unannounced) SMC inspection ... with flying colors.” The claims of being infested with mice is an exaggeration. The building owner really is responsible for the pest control. This does not mean that the CBO does not report on pest control needs or act on the needs of the guests. Common areas are vacuumed, swept, and mopped every day. The common areas are sprayed every time the pest control service comes, and mouse traps are laid on every floor.*

## Ellis Hotel

### Client 1

**Submitted to SMC: 3/11/24 To shelter: 3/25/24 Response: 3/26/24**

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

- SOC #1 (Treat clients equally, with respect and dignity...)
- SOC #15 (Storage...)
- SOC #25 (Require all staff to wear a badge...)

#### **Allegation #1 (SOCs 15, 25):**

- The complainant states he has seen a staff worker listening behind the doors of the rooms. He enters rooms without knocking. The client has had valuable belongings disappear from his room. Only staff have keys to clients' rooms. Some employees do not always use badge to identify themselves. The client has seen one staffer fill his pack and depart from the shelter during his break time. The client finds this behavior very suspicious.
- *The shelter asserts that listening at doors is part of an ambassador's job, i.e., to listen for signs of distress. All staff are required to wear a Five Keys shirt, and a lanyard with work ID. If a guest finds that someone isn't wearing an ID they can ID the ambassador through the supervisor. Not wearing these items is not taken lightly, and if some is found to be out of compliance, action is taken. As for finding it suspicious that someone is putting something in a backpack, without knowing what it is, or if it belongs to the person he is accusing of wrongdoing, is unfair.*

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

- Night staff show a lot of frustration if a guest decides to ask for some food late, for example at 3:00 AM. On the night of January 31, there was a man outside apparently suffering from an overdose. Meanwhile, Tonya refused to open the front door to other clients, who had to stay in the cold for many minutes. The complainant caught a chill because of this. Many employees do not have the interests of clients in mind. They do not respect them or their needs. They take food and supplies for personal use that are meant for (donated to) the clients. They also deride clients, making rude, judgmental comments, and disrespectful, even disgusting, insults. They sleep on the job. Clients are afraid to report these issues, worried that will suffer retaliation.
- *The shelter stated their practice to freeze all movement during emergencies, and that seems to be the case in this situation. Ambassadors on the Grave-Shift, would only not to open the door if they had good cause. Sometimes an issue takes time to resolve, but once it is, movement is allowed to resume. The kitchen is open most of the night. If Staff give the guests food they don't want, they don't have to accept it, If any guests feel they have been mistreated, they have a right to report it, without fear of reprisal. Five Keys prides itself on the services they provide, and how they treat their guests. Of course, if further training is needed it will be done. Everyone deserves to be treated with dignity and respect, that goes for guests and staff alike.*

## Hamilton Family

### Client 1

**Submitted to SMC: 3/18/24 To shelter: 3/20/24 Response: 3/26/24**

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

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

- SOC #31 (Training)

**Allegation #1 (SOCs 1, 2, 31):**

- The complainant-clients reported that another guest had been aggressive and threatening violence in violation of the shelter’s behavioral rules. He has kicked and damaged the toys of other guests’ children. He loudly demands guests and their children exit the bathroom. His frightening behavior is directed at multiple guests. Staff who witnessed his behavior did not deescalate appropriately. Distracted on their smart phones at night, they allow guests to enter and exit and smoke marijuana in the shelter during quiet hours. They seem to lack training. For example, they will say things like, “work it out among yourselves,” even when it is clear that one individual is in the wrong. Another couple have left their one-yr-old child alone in the room. The child fell off the bed while unattended at 1AM, which (in addition to violating shelter rules) prevented other guests from sleeping. The shelter needs to incentivize all guests to behave in accord with shelter rules, rather than offering to transfer those who are suffering from their behavior.
- *The shelter responded that they are doing everything possible to maintain safety at the shelter. They stationed an extra security guard on the 4<sup>th</sup> floor during the evening, with instructions to observe and report—immediately, if appropriate. Their team is aware that cultural differences and language barriers can cause tension and misunderstandings. A bilingual staffer is scheduled for all shifts. Staff is aware of the tension referred to and are instructed to complete room checks during lights out and in the morning. Staff have not witnessed any child abuse on the 4<sup>th</sup> floor. The person alleged to be causing problems has been involved in some misunderstandings; however, staff have not witnessed any threatening language. Video footage was reviewed. “There were mistakes made and the team received feedback from their direct supervisor on how to do better to deescalate a disagreement.” Smoking marijuana is not allowed in the shelter. However, if someone smokes outside and enters the shelter the smell tends to follow. The shelter follows Harm Reduction guidelines and does not turn participants away as long as they can commit to be safe with themselves and others. Regarding a bullet found in a bed, “more information is needed to make a conclusion of intent.” And more “information is needed to make the conclusion that a family exited” due to the behavior of a particular client (who no longer resides at this site). Hamilton Families has two Crisis Prevention and Intervention (CPI) trainers. They are training members of the agency in non-violent de-escalation. The shelter will continue to work to support all families.*

**Client 2**

**Submitted to SMC: 3/25/24 To shelter: 3/25/24 Response: 3/27/24**

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

- SOC #1 (Treat clients equally, with respect and dignity...)
- SOC #2 (Safety)
- SOC #10 (Make dietary modifications...)

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

- The clients state that (like other guests in Room 403), they were tormented by a particular guest. He regularly made noise after lights out, entering and exiting the room, slamming the door, and fighting with this partner, even after midnight. He frequently smoked marijuana, sometimes even inside Room 403, in the presence of young children and a pregnant client. When other clients complained about this, staff stated that, while they could smell the smoke, they could not verify who committed the infraction. This client threatened the clients’ 2-yr-old daughter in February. The complainant intervened, and subsequently he physically assaulted

(pushed) the complainant in the presence of staff. The complaints made by the clients were not acted upon. For their daughter's safety and their own, they were forced to depart the shelter.

- *The shelter is doing everything possible to maintain safety, specifically on the 4th floor. Lights are out at 10 PM (11 PM Fridays and Saturdays), but the individual alleged to have made noise worked late. It is permissible for clients to come into the shelter after lights out. It is possible he makes noise when he enters the room and gets ready to sleep; however, there is no evidence he is intentionally doing so. Staff has not seen evidence that he "fights with his partner during lights out." He does admit to smoking marijuana, but there is no evidence that he does so in violation of Shelter rules. Perhaps the scent is strong enough to be noticed by other guests. The same individual was accused of abusing his child. He may have more expressive hand motions and tone of voice than his fellow guests, who may be misinterpreting as threatening the behavior of someone with whose culture they are not familiar. Because of an increase in complaints, a second security guard was stationed on the 4th floor between 7 PM and 12 AM. Residential Program Aides complete rounds three times per hour. As for allegations of physical violence, this was not reported at the time. There may be records on the video storage unit; however, more information would be needed to narrow down the time. The assigned case manager did not recall any allegations of assault during the period and question.*

**Allegation #2 (SOC 10):**

- The clients' daughter has special dietary needs. She needed bland food (that is non-spicy) with no dairy products. Documentation of this was shared with the shelter. Despite this, staff claimed they were unable to offer food to meet these needs. They should have at least offered a vegetarian diet, which the child could have tolerated well.
- *The shelter addressed the family's dietary request. A copy of the response written response was provided. (It was written somewhat confusingly, and the client may have misunderstood.)*

**Bayshore Navigation Center**

**Client 1**

**Submitted to SMC: 2/12/24    To shelter: 2/20/24    Response: 3/11/24**

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

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

**Allegation #1 (SOCs 1, 8):**

- The client reports that after having been exited from Baldwin SAFE on 3/22/2024, he was unable to retrieve the items in his laundry bag including his laundry soap (Tide Pods). Client also reports that a staff member took his umbrella claiming it was his, client reports which he had purchased from Target. The client further claimed that as he was exiting, he had most of his belongings on the ground with his cell phone charger sitting on top and a staff member walked away with it.
- *The shelter states that the client was not denied service; in fact, he was housed on March 22, 2024. The client was not allowed to take the laundry bag because it was lent to him to use as long as he stayed with Baldwin. He was asked if he could transfer the laundry into a plastic bag so that way the cloth bag could be washed and reused for the next client. This made the client upset. The client's case manager was there the day he was housed and reports that the client took all his belongings. There is no information to corroborate the assertion that anyone, much less staff, took the client's phone. The client did complain about an umbrella that was missing. Notably, he was carrying an umbrella at the time.*

**Next Door**

**Client 1**

**Submitted to SMC: 3/24/24 Sent to shelter: 3/29/2024 SMC received response: 4/3/24**

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

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

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

- The complainant reported a staffer has been disrespectful and abrasive towards her and other residents. Since September she has been rude and sarcastic to individuals who are not of African American/Black American background or ethnicity. The client reports there was an evening where she was eating in the dining hall and a new client plugged his phone into the wall to charge it. The client reports that when this staff member came in and she yelled, “Who’s phone is this,” pointing at the new client’s phone. The employee proceeded to toss the phone on the hard table in front of the client. Another time the client had attempted to utilize another supervisor’s support by trying to talk to this about her apparent disrespect for a subset of clients. She rudely laughed and walked away. Later, she told the client, “Make sure you spell my name right,” i.e., she made it clear she was not concerned that a complaint might be filed against her.
- *The shelter investigated the matter and reports that they took steps to ensure this does not occur again. Although staff denied being rude or aggressive, this was not her first complaint. All staff members with Five Keys have gone through intensive training to ensure guests are treated with the “utmost respect and assistance regardless of their race, gender ,nationality, economic status, or ableism.” The site manager assured SMC that she would reiterate to all staff members and guests that the Next Door Shelter is a welcoming diverse community that will not tolerate any type of disrespectful behavior. Employees at Next Door are “held to a higher standard and understand the services they provide are critical.”*

**March 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...	6
Standard 2: Provide shelter services in an environment that is safe ...	3
Standard 3: ...hire janitorial staff clean shelters on daily basis	0
Standard 8: Ensure case management services go to those most in need	1
Standard 10: Make dietary modifications...	1
Standard 15: Provide shelter clients with ...storage...	2
Standard 25: ...Staff must wear a name badge...	1
Standard 31: Training	1

**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	
Bayview Nav	203 beds			1										1	
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					6	2
Monarch	93 beds			2	1		1	1		1				6	3
Next Door	334 beds	1				1				1				3	
Oasis Family	54 beds							1	2					3	
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>0</b>	<b>0</b>		<b>46</b>	<b>7</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:**

May 15, Jun 19