



Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: September 16, 2024
RE: August 2024 Staff SOC Report

Client Complaints

There were 4 formal complaints were submitted through the SMC in August 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 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.*

Sanctuary

Client 1

Submitted to SMC: 7/29/24 Sent to shelter: 8/7/2024 SMC received response: 8/16/24

Alleged Standard of Care (SOC) Violations:

- SOC #1 (Treat clients equally, with respect and dignity...)
- SOC #31 (Training)

Allegation #1 (SOCs 1, 13, 25, 31):

- The client reports she was treated poorly and with discrimination due to her gender identity by shelter staff. There was another client using the shower to wash her clothes, causing one of the limited number of shelter showers to be occupied for 2 hours and making a mess. The complainant reported this, but staff responded by saying, "There is nothing I can do about it." The client replied, "Yes, you can it's your job to go and talk to her, it's what you are being paid for." When the complainant insisted, this staffer said, "Get the f*** outta my face!" When the complainant told her not to speak to her this way and the staffer responded by saying, "Get the f*** outta my face, you Trans!"
- *Management responded that staff vehemently denied any discrimination or use of language implying any discrimination. In fact, the complainant had asked her to use force to remove the other client, and when she said she could not do this, the complainant called the staffer, "stupid," made racist remarks, and behaved aggressively, i.e., got very close to the staffer. The complainant was written up for verbal harassment. The shelter believes this SOC complaint was filed in retribution.*

Baldwin

Client 1

Submitted to SMC: 7/30/24 Sent to shelter: 8/2/2024 SMC received response: 8/6 /24

Alleged Standard of Care (SOC) Violations

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

Allegation #1 (SOC 1):

- The complainant reports an ongoing pattern of staff receiving deliveries of donations of food meant for client populations and taking the majority for themselves, i.e., witnessed staff members carry the donations to their vehicles. Remaining donations provided to clients came across as having been leftover/ unwanted items.
- *The shelter receives deliveries at the Baldwin location that are then redistributed by employees in their personal vehicles. They do not selectively distribute the items. Due to the perishable nature of some items, they store some food in the pantry and leave some out for guests. A supervisor creates boxes for each shift, ensuring snacks and other items are spread out to last the entire month.*

Allegation #2 (SOC 1):

- The complainant also reports that on the monthly calendar for July, used to notify clients of events and services, a BBQ for July 4th was listed. The complainant witnessed on July 2nd a large delivery of what appeared to be items for this BBQ which included bags of charcoal, cases of soda, chips, foil pans and several bags of groceries. The complainant reported that they were there on the 4th and since it had been posted on the calendar for clients many of them had stayed in the facility hoping to enjoy some BBQ. The complainant reported that on the 4th there was no BBQ, sodas or any other items given to the clients.
- *The shelter did host a BBQ for guests. Photos were shared as evidence of this. Once the food was ready, an announcement was made to all floors, and ambassadors went door-to-door to inform everyone. There was a movie on the main TV in the basement kitchen, along with a speaker and projector for alternative viewing options. They encouraged guests to mingle with staff and each other in a relaxed and enjoyable atmosphere. The menu included cold sugar-free pink lemonade, hamburgers, hot dogs, condiments, corn on the cob, fruit, chips, and cakes. The event took place from 3 PM to 7 PM, with guests enjoying as much food as they wanted. They do not know why the complainant was not aware of or present for the event.*

Harbor House

Client 1

Submitted to SMC: 8/5/24 Sent to shelter: 8/5/2024 SMC received response: 8/15/24

Alleged Standard of Care (SOC) Violations:

- SOC #1 (Treat clients equally, with respect and dignity...)
- SOC #25 (Require all staff to wear a badge...)
- SOC #31 (Annual all-staff mandatory trainings...)

Allegation #1 (SOCs 1, 25):

- The guest reported she has been experiencing ongoing harassment by staff. According to the complainant she has received multiple write-ups, often for trivial reasons. When she has requested copies, staff refused.

- *Shelter management stated that, while the write ups contained technical errors that led to a finding in the client's favor, she left her children unattended and was combative with staff. All staff wear badges and are instructed to share their name if asked.*

Allegation #2 (SOCs 1, 31):

- The complainant reported being given an immediate DOS for non-violent reasons. The arbitration hearing found in the client's favor. The client reports that since then she has received seven write-ups that she sees retaliatory.
- *The shelter said the DOS was for not having her children on site for a period of 13 days. In addition, she snuck a non-approved male guest in after hours, 3 times. They admit miscommunication is an ongoing issue. At the same time, they are approachable and compassionate, despite the apparent lack of respect for their efforts by the complainant.*

Allegation #3 (SOCs 1):

- The client was stopped and asked if she has always had three children there. The client responded, "Yes." This staffer asked the client again, and the client responded, "Have you checked my file lately?" The staff responded, "I am just asking a question." The client sees this as concerning, i.e., that the shelter would be unaware of the basic facts pertaining to her family.
- *The manager in question is very friendly and knows all the children. It appeared to her that the client suddenly had an additional child. Staff always have the right to ask who is in the building; a straightforward answer to the question would have been appropriate, not, "don't you have the paperwork?" They are pleased to welcome the additional child to Harbor House.*

MSC-South

Client 1

Submitted to SMC: 8/17/24 Sent to shelter: 8/19/2024 SMC received response: 9/4/24

Alleged Standard of Care (SOC) Violations:

- SOC #3 (Restrooms...)

Allegation 1 (SOC 3):

- Client complained that towels are becoming more and more a problem. Soap dispensers in the disabled showers have been either broken or empty for weeks. While staff will provide a paper or plastic cup of liquid soap, this does not meet the requirement for individually packaged products intended for use by only one person. The client stated that the downstairs men's bathroom in the drop-in area has had no soap dispensers or soap of any kind for over two months now.
- *The shelter was working to get the dispensers fixed. They did the best they could in the meantime. As for towels, they struggle to replace them as fast as the guests take them.*

August 2024 Client Complaints by Standard

Standard of Care	Number of allegations of violations of this Standard
Standard 1: Treat all clients equally, with respect and dignity...	3
Standard 2: Provide shelter services in an environment that is safe ...	
Standard 3: Supply and clean restrooms...	1
Standard 8: Provide shelter services in compliance with the ADA...	
Standard 9: Engage a nutritionist...	
Standard 11: No smoking...	
Standard 12: Clean bedding...	
Standard 13: Make sleep possible...	
Standard 15: Storage...	
Standard 17: Maintenance problems...	
Standard 21: Communicate in the client’s primary language ...	
Standard 25: Require all staff to wear a badge...	1
Standard 28: Laundry services ...	
Standard 31: Training...	2

Note that each complaint can include alleged violations of more than one SOC or multiple violations of the same SOC.

Total Client Complaints FY 2024-2025*

Site	Site Capacity													Total FY24-25 Red indicates late response	Complaints per 100		
		7/24	8/24	9/24	10/24	11/24	12/25	1/25	2/25	3/25	4/25	5/25	6/25				
711 Post/Ansonia	250 beds	1													1		=
Baldwin	179 beds	2	1												3		
Bayshore Nav	128 beds	1													1		
Bayview Nav	203 beds	1													1		
Embarcadero Nav	200 beds	1													1		
Gough Cabins	70 rooms																
Central Waterfront Nav	60 beds																
Cova Hotel	90 beds																
Division Circle Nav	186 beds																
Ellis Semi-Congregate	130 beds																
Embarcadero Nav Cntr	200 beds																
Hamilton Emergency	27 fams	1													1		
Harbor House Family	30 fams		1												1		
Hospitality House	22 beds																
Lark Inn	36 beds																
MSC South Shelter	327 beds	2/1	1												3	1	
Monarch	93 beds																
Next Door	334 beds																
Oasis Family	54 beds	1													1		
Sanctuary	200 beds	1	1												2		
A Woman’s Place	25 beds	2													2		
Total		13													17	1	

*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 for more information. the Homelessness Oversight Commission has a nominations subcommittee charged with recommending appointments to the SMC (and some other related groups). Applicants submit a [form](#) and the candidate(s) name is added to the Nomination Committee meeting agenda and invited to meet the members who conduct a soft interview. At this point, the candidate is also able to ask committee members questions. The full HOC will vote to approve the candidacy

Legislation

On September 10, the BOS's Rules Committee accepted a proposed Ordinance amending the Administrative Code to alter the frequency of site visits; require the Committee to establish in its bylaws the threshold number of complaints and/or out-of-compliance findings during a year that would trigger additional site visits; **revise eligibility criteria for Seat 1** on the Committee; revise the Standards of Care for City Shelters by establishing requirements for shower stalls with working hot and cold water controls, minimum passing space for sleeping units that are not up against a wall or partition, and signage posting regarding availability of translation services; eliminate the minimum shelter stay requirement for single adult reservations; revise the complaint process and investigation procedure; and updating some language in the ordinance.

FY2024-2025 Upcoming Meeting Calendar:

Oct 16, Nov 20