



City and County of San Francisco
Shelter Monitoring

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: September 29, 2026
RE: August 2026 Staff SOC Report

Client Complaints

Eight formal Shelter Monitoring complaints were submitted to City shelters in August 2026.

****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 response, 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.*

Division Circle Navigation Center Client 1 (16)

Submitted to SMC: 8/3/26 Sent to shelter: 8/4/26 SMC received response: 8/10/26
Standards of Care (SOC) Allegedly Violated: 1 (respect), 2 (safety)

Allegation 1 (SOCs 1, 2)

- The complainant reports he was unfairly DOS'd. He was sitting in the community or Dining room and an unnamed participant asked if he could sit across from him. The complainant reports that subsequently, without warning or provocation, this individual swung to punch at him. The complainant jumped backward but did not retaliate physically. However, the shelter alleged he pushed the other client, and he was DOS'd.
- *The shelter stated the two clients began arguing. The complainant got out of his chair, approached the other guest, and pushed him roughly.*

Ellis (17)

Submitted to SMC: 8/3/26 Sent to shelter: 8/5/26 SMC received response: 8/11/26
Standards of Care (SOC) Allegedly Violated: 1 (Respect, fairness)

Allegation 1 (SOC 1)

- The complainant says that, since arriving at the shelter, there has been a concerning degree of unprofessional conduct among staff, e.g., making comments about the food, such as, "I would never eat that shit," or even referring to rooms as (prison) "cells." They sometimes become upset when residents approach them with requests while they are sleeping at their posts and do not want to be disturbed. Staff are generally uncaring and hard to confide in, which makes them significantly less effective in lifting guests up. They only increase feelings of demoralization, isolation and defeat.

- *The shelter apologized. They assured the client they take all feedback seriously, particularly matters concerning Standards of Care. Their “primary mission is to ensure every individual in our care is treated with the utmost respect and dignity.” Upon receiving the complaint, they “initiated an internal review of staff to address the situation.” They reminded them of their obligation to maintain professional boundaries and conduct at all times. To ensure high standards are met, their leadership team is committed to actively observing staff interactions and to stepping in immediately to provide real-time, hands-on customer service training.*

Sanctuary Client 1 (18)

Submitted to SMC: 8/3/26 Sent to shelter: 8/12/26 SMC received response: 8/17/26
Standards of Care (SOC) Allegedly Violated: 1

Allegation 1 (SOC 1)

- *The (anonymous) complainant says they checked into Sanctuary and woke up the next morning with bed bugs. They reported it to floor monitor staff, who tried “to make it seem like [the client] brought the vermin in.” The client explained to them that they are “really clean” and had never seen a bed bug until they came to their shelter. From what the client can gather, this seems to be an ongoing issue. They hear others on both the men's floor and women's floor complaining.*
- *The shelter has monthly pest control visits every second Thursday of each month. The last one was on 8/13/26. Staff do not minimize or ignore concerns brought to them from clients. The manager expressed a willingness to follow up and ensure that the client does not have any bed bug issues.*

Embarcadero Nav Center (19)

Submitted to SMC: 8/5/26 Sent to shelter: 8/12/26 SMC received response: 7/10/26
Standards of Care (SOC) Allegedly Violated: 1

Allegation 1 (SOC 1)

- *The client-guest reports that, since arriving at the shelter, they have continuously observed chaotic conditions and concerning interactions between staff and guests. Many staff members do not demonstrate appropriate professional conduct and treat guests as though they are beneath them.*
- *After reviewing the complaint and speaking with the staff involved, the site manager determined that the incident triggering this complaint occurred while the men's restroom was temporarily closed for its scheduled daily cleaning. Cleaning takes place at the same time each day, and the schedule is posted throughout the site, including on the restroom doors. During these closures, guests have access to alternative restrooms. At the time of the incident, two female janitors were cleaning the men's restroom when the complainant entered the restroom despite the posted closure. The janitors attempted to communicate that the restroom was closed and requested assistance when the complainant remained in the restroom and did not follow the established protocol. During the interaction, Janitor [redacted] did say, "Move," while attempting to continue the cleaning process. It is important to note that Janitor [redacted] speaks has very limited English proficiency. According to staff reports, communication became increasingly difficult as the interaction escalated. Although the restroom closure procedures were in place and alternative restrooms were available, staff members are still expected to communicate with guests in a respectful and professional manner. Following this incident, the site director met with the employee in question to discuss appropriate communication expectations.*

Bayview Drop-in Center (20)

Submitted to SMC: 8/13/26 Sent to shelter: 8/14/26 SMC received response: 8/28/26 (Late)
Standards of Care (SOC) Allegedly Violated: 1, 3, 30

Allegation #1 (SOC 3)

- The complainant says the showers are more often than not unavailable. On many occasions staff do not have the key, or the supervisor is unavailable, or some other excuse is put forward to explain why clients cannot take a shower “until later.” This “later” often does not come and the complainant and other under-housed people in the neighborhood have to find an alternative (like a sink in a coffee shop). The disincentive or inability to shower can lead to health problems and/or loss of employment for clients who have limited opportunities to attend to their personal hygiene.
- *The shelter blamed significant staffing shortages on circumstances outside of their control. The facility has only two showers and had only one janitor. They since hired another janitor. Peer Advisor staff have access to the shower keys; therefore, the unavailability of a supervisor should not, by itself, prevent a participant from accessing a shower. The site manager reinforced the importance of clearly communicating with participants about the status of services. When a shower is temporarily unavailable because it is being cleaned, occupied, or for another operational reason, staff should explain the reason for the delay, provide an estimated timeframe whenever possible, and apologize for the inconvenience.*

Allegation #2 (SOCs 1, 30)

- In connection with the above, the client alleges that some shelter employees are more often on break, smoking, or otherwise not attentive to their duties. One employee, who the client thinks is a supervisor, is particularly uncaring and cavalier in his interactions with clients. Note that the client wanted to make sure shelter management knows that the services they do provide are appreciated. Kitchen staff were singled out for praise.
- *The manager spoke with the staff members. She recognizes that the way interactions are perceived by participants matters. Clients should “feel they are being treated with dignity, respect, patience, and professionalism when requesting services or assistance.” She also wants participants to feel comfortable contacting her directly if they believe a concern is not being appropriately addressed. This will allow management to intervene, investigate, and attempt to resolve concerns in real time whenever possible.*

Allegation #3 (SOCs 1)

- Also, the Shelter Monitoring flyer is not posted, or at least not in a place where the complainant has ever seen it. (He was given contact information by the staff at 3-1-1). The complaint box appears to be damaged. And when complaints are submitted via the site’s forms, he got no response.
- *The Shelter Monitoring Committee flyers supplied to our program have remained posted in the same location for more than a year (to the left of the main participant entrance and visible to individuals as they exit the building). They also maintain a locked complaint/suggestion box, with grievance forms available next to it. Upon inspection, the complaint box is not observed to be damaged. The shelter denies having received a grievance form corresponding to the incident described in this complaint. Nevertheless, the fact that the complainant did not see the Shelter Monitoring information or did not feel there was an effective way to reach management will be taken as a reason to see if they can make this process even more visible and accessible. The manager committed to posting her direct contact information for those with concerns, complaints, or requests for assistance.*

MSC-South (21)

Submitted to SMC: 8/5/26 Sent to shelter: 8/24/26 SMC received response: 9/21/26 (Late)
Standards of Care (SOC) Allegedly Violated: 1, 15

Allegation 1 (SOCs 1, 15)

- The client says the shelter disposed of his belongings despite his efforts to notify them that he needed to be temporarily away. He stated that he called the site from GLIDE Memorial Church and spoke with his assigned case manager. He explained that a family emergency required him to be away and requested that a temporary hold be placed on his bed and that his belongings be kept secure. When he attempted to return, he learned that he had lost his bed and that his belongings had been destroyed. The complainant believes that destroying essential medical (and other) property, without any attempt to contact a long-term client, evidences a severe failure to treat him with basic dignity—a clear breach of SOC's. He was subsequently informed that his case manager denied speaking with him and that such arrangements were required to be made in person. This is false. Further, it is unclear how a shelter resident experiencing an emergency away from the facility could reasonably be expected to ask for this accommodation in person.
- *The shelter responded that the case manager did not recall speaking with the client. Furthermore, they said special arrangements like that alleged to have been entered to must be made in person. Note: this seems questionable on its face, insofar as the need for such consideration will tend to arise when a guest is unable to return to the site at the time they become aware of the problem.*

A Woman's Place (22)

Submitted to SMC: 8/20/26 Sent to shelter: 8/21/26 SMC received response:
Standards of Care (SOC) Allegedly Violated: 1

Allegation 1 (SOC 1)

- The client-guest told Shelter Monitoring that she had previously complained that another participant continuously moves the fan causing it to blow in her direction leading her to become cold. The agreement had been made that the fan would no longer be pointed at her and that staff would be the only ones to move it. Despite this agreement the other guest continued to point the fan towards her. When she went to staff to complain they responded, "You couldn't last in jail if you can't tolerate the cold." The complainant found this statement to be unprofessional and inappropriate.
- *The shelter responded that their employee admitted to saying something along the lines of what the client is claiming. They have addressed this through "a documented coaching conversation." The employee was reminded of the importance of using respectful, professional, and trauma-informed communication when responding to guest concerns and to be mindful that word choice may be perceived differently than intended. She confirmed her understanding and promised "to utilize a different choice of words when responding to guests' needs in the future."*

Bayview Navigation Center (23)

Submitted to SMC: 7/28/26 Sent to shelter: 7/29/26 SMC received response: 7/29/26
Standards of Care (SOC) Allegedly Violated: 1, 2

Allegation 1 (SOC 1, 2)

- The complainant expressed concern that the front gate doesn't work and has been broken for many months. This is particularly worrisome at night when only two employees are covering the entrance/

reception area. From what he can tell, the security measures in place are not adequate. He has seen what appear to be guests bypassing the screening area, i.e., he believes people can come and go without being checked for illicit or dangerous items. No notice has been posted, nor has any update on the status of this problem been shared recently with guests.

- *The shelter promised to post a clear notice to reassure clients that while the gate is out of commission there are appropriate measures in place to maintain security.*

Total Client Complaints FY 2026-2027*

Site	Site Capacity	7/26	8/26	9/26	10/26	11/26	12/26	1/27	2/27	3/27	4/27	5/27	6/27	Total FY26-27 Red indicates late response	Complaints per 100
711 Post/Ansonia	250 beds	1												1	
Baldwin	179 beds														
Bayshore Nav	128 beds	1												1	
Bayview Drop-in (Felton)	N/A	1	2/1											3	1
Bayview Nav	203 beds														
Central Waterfront Nav	60 beds														
Compass Family UAV	130 beds														
Dolores Street	92 beds	1/1												1	1
Division Circle Nav	186 beds	1	1											2	
Ellis Semi-Congregate	130 beds		1											1	
Embarcadero Nav Cntr	200 beds	2	1											3	
Gough Cabins	70 rooms														
Hamilton	27 fams														
Harbor House Family	30 fams														
Hospitality House	22 Beds														
Interfaith Winter Shelter	30-80 bed														
Jerrold Commons	68 Beds														
Lark Inn	36 beds														
MSC South Shelter	327 beds	1	1/1											2	1
Lower Polk TAY	75 beds														
Mission NRC	30 chairs														
Next Door	334 beds	2												2	
Oasis Family	54 beds														
Sanctuary (ECS)	200 beds	3	1											4	
Taimon Booten	75 beds														
AWP Drop In	30 chairs														
A Woman's Place	25 beds	2/1	1											3	1
Total		15/2	8/2											23	4

*Late responses are in red ¹ Multiple complaints from the same client(s) ² Transition from Urban Alchemy to Five Keys April 2026

Standard of Care

**Number of allegations of
violations of this Standard**

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

SOC ↓	SOC Description	7/26	8/26	9/26	10/26	11/26	12/26	1/27	2/27	3/27	4/27	5/27	6/27	Total FY26-27	Complaints proportion
1 a	Rudeness by staff	8	5											13	.228
b	Disrespect for property	3	1											4	.07
c	Retaliation (up to DOS)	4	1											5	.088
d	Staff ignore complaints	1	2											3	.053
e	Theft by staff alleged														
2 a	Other guests	2	1											3	.053
b	Staff pose a threat	1												1	.018
c	Facility is unsafe	3	1											4	.07
3a	Restrooms, Cleanliness		1											1	.018
3b	Hygiene supplies for clients														
3c	Generally dirty site	2												2	.035
4	No hygiene products														
5	Harmful pest products														
6	First Aid, etc.														
7	Drinking water														
8	ADA	2												2	.035
9	Good nutrition	2												2	.035
10	Dietary options														
11	No smoking violation														
12	Clean bedding	1												1	.018
13	Quiet time/ Sleep	1												1	.018
14	Daytime access to beds														
15	Storage/property	3	1											4	.07
16	Electric outlets	1												1	.018
17	Notice re repairs														
18	Phone availability														
19	22 inches between beds														
20	Postings in Spanish														
21	Translation services														
24	Denial of Service > 5PM														
25	Employee badges														
26	Transportation available														
28	Laundry problems	2												2	.035
29	OSHA														
30a	Training - hand washing														
30b	-Food handling	1												1	.018
30c	-Emergency procedures														
30d	-Aggressive clients														
30e	-Mental health issues														
30g	-ADA requirements	1												1	.018
30h	-Shelter training manual	3												3	.053
30i	-Cultural humility	2	1											3	.053
Total		43	14											57	1

Staff Update

Site inspections are continuing apace (being completed by staff). Some old SMC flyers needed to be replaced. Not all sites are conducting monthly fire/emergency drills. *GLIDE Transitional Age Youth Health and Wellness Drop-in Center* opened January 29 at 888 Post St. We will add this to our list of covered sites.