



Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: February 12, 2022
RE: **January 2022 SOC Staff Report**

January Client Complaints

There were no complaints submitted through the Shelter Monitoring Committee in January 2022. There are currently three complaints still open pending a response from the site.

****Note: 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.*

January 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...	0
Standard 2: Provide shelter services in an environment that is safe and free from physical violence	0
Standard 3: ...hire janitorial staff to clean shelters on daily basis;	0
Standard 9: Contract a nutritionist...	0
Standard 31: Staff training...	0

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

Total Client Complaints FY 2021-2022

Site	Site Capacity*	7/21	8/21	9/21	10/21	11/21	12/21	1/22	Total (FY21-22)
	*COVID capacity								
Buena Vista Horace Mann	30 mats	0	0	0	0	0	0	0	0
Compass Family	21 families	0	0	0	0	0	0	0	0
Hamilton Family	25 families	0	0	0	0	0	0	0	0
Harbor House Family	28 families	0	0	0	0	0	0	0	0
Lark Inn	24 beds	0	0	0	0	0	0	0	0
MSC South Shelter	168 beds	1	0	0	0	1	4	0	6
Next Door	181 beds	0	0	0	0	0	2	0	2
Providence Family	51 beds	0	0	0	0	0	0	0	0
Sanctuary	124 beds	0	0	1	0	0	0	0	1
St. Joseph's Family	9 families	0	0	0	0	0	0	0	0
Total	Single adult: 497 beds/mats	1	0	1	0	1	6	0	9
	Family: 83 families and 81 beds/mats								

January 2022 Site Visit Infractions

The Committee suspended site visits in January 2021 due to the surge in COVID-19 cases attributed to the Omicron variant. There were no infractions noted on the visits to the Hamilton, Providence or St. Joseph's. The infractions from the remaining site visits are listed below:

FY2021-2022 Unannounced Site Visit Tally

Site	7/21	8/21	9/21	10/21	11/21	12/21	1/22	Total (FY21-22)
Buena Vista Horace Mann	0	0	0	1	0	0	0	1
Compass Family	0	1	0	0	1	0	0	2
Hamilton Family	0	0	1	0	0	1	0	2
Harbor House Family	0	0	0	1	1	0	0	2
Lark Inn	0	1	0	0	1	0	0	2
MSC South Shelter	0	0	1	0	1	0	0	2
Next Door	0	0	0	1	0	1	0	3
Providence Family	0	0	0	1	0	1	0	2
Sanctuary	0	0	0	1	1	0	0	1
St. Joseph's Family	0	0	1	1	0	1	0	3
Total	0	2	3	6	5	4	0	20

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

FY2021-2022 Announced Site Visit Tally

Site	7/21	8/21	9/21	10/21	11/21	12/21	1/22	Total FY 21-22
Buena Vista Horace Mann						1		
Compass Family								
Hamilton Family								
Harbor House Family	1							
Lark Inn								
MSC South Shelter								
Next Door								
Providence Family								
Sanctuary	1							
St. Joseph's Family								
Total	2	0	0	0	0	0	0	2

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 are currently three unfilled seats on the Shelter Monitoring Committee:

Board of Supervisors:

Seat 1 - Must be homeless or formerly homeless who is living or has lived with their homeless child under the age of 18.

Seat 5 - Must be homeless or formerly homeless and nominated by a nonprofit that provides advocacy or organizing services to the unhoused.

LHCB:

Seat 10 - Must be homeless or formerly homeless and nominated by a community agency that provides advocacy or organizing services to the unhoused.

Mayor:

Seat 13 - Must be homeless or formerly homeless with experience providing services to the unhoused.

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 for more information.

FY2021-2022 Upcoming Meeting Calendar

- March 16
- April 20
- May 18
- June 15