



Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: December 9, 2025
RE: November 2025 Staff SOC Report

Client Complaints

_____ formal complaints were submitted through the SMC to City shelters in October 2025.

****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.*

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Submitted to SMC: 10/ /25 Sent to shelter: 11/ /25 SMC received response: 11/ /25
Standards of Care (SOC) Violated: 2

Allegation 1 (SOC 2)

- A report that
- *The shelter responded that they took appropriate action,.*

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Submitted to SMC: 11/ /25 Sent to shelter: 11/ 6/25 SMC received response: 11/ /25
Standards of Care (SOC) Allegedly Violated: 1, 30

Allegation 1 (SOCs 1, 30)

- The client
- *The shelter stated that*

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Client 1 (53)

Submitted to SMC: 10/3/25 Sent to shelter: 10/6/25 SMC received response: 10/7/25
Standards of Care (SOC) Allegedly Violated: 1, 15

Allegation 1 (SOCs 1, 15)

- The client reported she
- *The site manager explained*

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Submitted to SMC: 10/22/25 Sent to shelter: 10/30/25 SMC received response: 9/ /25

Standards of Care (SOC) Violated: 1, 2, 30

Allegation #1 (SOCs 1, 30)

- The complainant experienced
- *The shelter pointed*

Total Client Complaints FY 2025-2026*

Site	Site Capacity	7/25	8/25	9/25	10/25	11/25	12/25	1/26	2/26	3/26	4/26	5/26	6/26	Total FY25-26 Red indicates late response	Complaints per 100
Adante	70 Rooms			1										1	
711 Post/Ansonia	250 beds														
Baldwin	179 beds	1	1	2										4	
Bayshore Nav	128 beds	2												2	
Bayview Nav	203 beds			1										1	
Gough Cabins	70 rooms														
Central Waterfront Nav	60 beds														
Compass Family UAV	130 beds	2												2	
Dolores Street	92 beds			1										1	
Division Circle Nav	186 beds		1		2									3	1
Ellis Semi-Congregate	130 beds			1										1	
Embarcadero Nav Cntr	200 beds	1												1	
Gough Cabins	70 rooms		1											1	
Hamilton	27 fams	1												1	
Harbor House Family	30 fams														
Interfaith Winter Shelter	30-80 bed														
Lark Inn	36 beds														
MSC South Shelter	327 beds		2/2	2/1	1									5 ¹	3
Lower Polk TAY	75 beds				1									1	
Mission Cabins	68 beds		1	closed										1	
Monarch	93 beds														
Next Door	334 beds		2											2	
Oasis Family	54 beds			1	1									2	
Sanctuary (ECS_	200 beds		1	2	4									7 ¹	
Taimon Booten	75 beds	2												2	
AWP Drop In	30 beds			2/1										2	1
A Woman's Place	25 beds														
Total		9	11	13	9									40	5

*Late responses are in red ¹ Multiple complaints from the same client(s)

August 2025 Client Allegations by Standard

Standard of Care	Number of allegations of violations of this Standard
Standard 1: Treat all clients equally, with respect and dignity...	
Standard 2: Provide shelter services in an environment that is safe ...	
Standard 3: Cleaning/ Janitorial	
Standard 4: feminine hygiene and incontinence supplies	

Standard 15: Property Storage	
Standard 30: Training... (Was 31 before change in Admin Code)	

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

SOC ↓	SOC Description	7/25	8/25	9/25	10/25	11/25	12/25	1/26	2/26	3/26	4/26	5/26	6/26	Total FY25-26	Complaints per 100
1 a	Rudeness	11	15	8	3										
b	Disrespect for property			4	2										
c	Bad/Retaliatory DOS			3	3										
d	Staff ignore complaints			2	1										
e	Theft by staff				1										
2 a	Other guests	5	5	3	3										
b	Staff pose a threat			5	2										
c	Facility is unsafe														
3	Restrooms, Cleanliness	2	1	1	1										
4	Hygiene products			1	1										
5	Harmful pest products														
6	First Aid, etc.														
7	Drinking water														
8	ADA	4	4												
9	Good nutrition	2													
10	Dietary options														
11	No smoking														
12	Clean bedding														
13	Quiet time/ Sleep	2	1												
14	Daytime access to beds														
15	Storage			1	1										
16	Electric outlets														
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														
29	OSHA														
30a	Training - hand washing	7	7												
30b	-Food handling														
30c	-Emergency procedures														
30d	-Aggressive clients			2											
30e	-Mental health issues			1	1										
30g	-ADA requirements			1											
30h	-Shelter training manual			5	1										
30i	-Cultural humility			4											
Total		33	33	41	20										

Staff Update and Committee Membership

Membership (Admin. Code Sec. 30.305)

There are currently **three unfilled seats** on the Shelter Monitoring Committee:

Seat 2 - shall be held by a person who is homeless or has been homeless within the three years prior to being appointed to the Committee, and who has a disability.

Seat 12 - shall be held by an employee of the Department of Public Health.

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

FY2025-2026 Tentative Schedule of Upcoming SMC Meetings:

January 21, 2026	April 15, 2026
February 18, 2026	May 20, 2026
March 18, 2026	June 17, 2026