

**QUESTION 80 - ATTACHMENT - DC COUNCIL DHS PERFORMANCE OVERSIGHT -
HOMELESS SHELTER MONITORING UNIT COMPLAINTS - FY19 IN BLUE AND FY20 IN GREEN**

<u>Allegations/Complaint - Allegation Record ID#</u>	<u>Allegations/Complaint - Location of Incident</u>	<u>Status</u>	<u>Date Assigned to Monitor</u>	<u>Closed Date</u>	<u>Days to Resolve</u>	<u>Complaint Classification</u>	<u>Disposition</u>
49946	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001	Closed	10/4/2018	12/19/2018	76	Health and Environmental	Partially Substantiated / Partially Unsubstantiated
50845	Catholic Charities,801 Making Life Better Lane,SE	Closed	10/31/2018	12/31/2018	61	Program Rules	Unfounded
53723	Unknown - Hotline Call - Caller not responsive to outreach attempts	Closed	11/5/2018	12/31/2018	56	Program Rules	No Response from Customer
50838	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001	Closed	11/15/2018	11/15/2018	0	Issues/Violations	No further action required.
50949	Catholic Charities,Harriett Tubman Center at DC General Hospital	Closed	11/15/2018	1/9/2019	55	Issues/Violations	Substantiated
51114	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001	Closed	11/16/2018	2/8/2019	84	Issues/Violations	Unsubstantiated
51563	Catholic Charities,Harriett Tubman Center at DC General Hospital	Closed	12/10/2018	12/31/2018	21	Program Rules	Unsubstantiated
53596	Catholic Charities,Harriett Tubman Center at DC General Hospital	Closed	1/29/2019	3/20/2019	50	Issues/Violations	Unsubstantiated
53636	Catholic Charities,Harriett Tubman Center at DC General Hospital	Closed	1/31/2019	3/20/2019		Issues/Violations	Duplicate
53718	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001	Closed	2/4/2019	2/11/2019	7	Issues/Violations	Unfounded
53731	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001	Closed	10/4/2018	12/19/2018	76	Program Rules	Unfounded
53739	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001	Closed	10/15/2018	1/22/2019	99	Maintenance	Unfounded
53847	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001	Closed	12/12/2018	12/27/2018	15	Maintenance	Unfounded
53848	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001	Closed	11/28/2018	12/27/2018	29	Maintenance	Unsubstantiated

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54525	Catholic Charities, Adams Place Low Barrier Shelter	Closed	2/25/2019	3/8/2019	11	Issues/Violations	Unfounded
54526	New Beginnings Temporary Family Shelter	Closed	3/11/2019	4/4/2019	24	Issues/Violations	Unsubstantiated
65374	Catholic Charities, Harriet Tubman Women's Shelter, 1910 Massachusetts Avenue, SE	Closed	4/29/2019	7/22/2019	84	Issues/Violations	Unfounded
56805	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001	Closed	5/7/2019	5/21/2019	14	Issues/Violations	No further action required.
65375	Catholic Charities, Harriet Tubman Women's Shelter, 1910 Massachusetts Avenue, SE	Closed	5/9/2019	7/22/2019	74	Maintenance	Unfounded
57281	Catholic Charities, Harriet Tubman Women's Shelter, 1910 Massachusetts Avenue, SE	Closed	5/20/2019	7/22/2019	63	Issues/Violations	Unfounded
57287	Catholic Charities, Harriet Tubman Women's Shelter, 1910 Massachusetts Avenue, SE	Closed	5/20/2019	7/22/2019	63	Issues/Violations	Unfounded
58230	Catholic Charities, 801 East Men's Shelter, 2700 MLK Av. SE	Closed	6/10/2019	6/25/2019	15	Program Rules (not being enforced)	Unfounded
65376	Catholic Charities, Harriet Tubman Women's Shelter, 1910 Massachusetts Avenue, SE	Closed	6/18/2019	6/25/2019	7	Bullying/Harassment	Withdrew Complaint
53395	Catholic Charities, Harriet Tubman Women's Shelter, 1910 Massachusetts Avenue, SE	Closed	6/18/2019	7/22/2019	34	Maintenance and Issues/Violations	Unfounded
65377	Jobs Have Priority, Naylor Road Family Shelter, 2601 and 2603 Naylor Road, SE	Closed	6/24/2019	7/22/2019	28	Issues/Violations	Unfounded
65378	St. Josephine Bakhita Women's Shelter (formerly Nativity), 6010 Georgia Av., NW	Closed	8/28/2019	9/17/2019	20	Assault/Discrimination	Assault unfounded; Discrimination unsubstantiated
63731	Catholic Charities, Harriet Tubman Women's Shelter, 1910 Massachusetts Avenue, SE	Open	11/15/2019			Discrimination, Assault, Issues/Violations	Open
65379	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001	Open	11/19/2019			Issues/Violations	Open
65380	Catholic Charities, Harriet Tubman Women's Shelter, 1910 Massachusetts Avenue, SE	Open	11/25/2019			Issues/Violations	Open
65381	Catholic Charities, Harriet Tubman Women's Shelter, 1910 Massachusetts Avenue, SE	Open	12/4/2019			Discrimination, Assault, Issues/Violations	Open - Referred to Internal Affairs Division/OPRMI (contractor misconduct claim)

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65382	Catholic Charities, Harriet Tubman Women's Shelter, 1910 Massachusetts Avenue, SE	Open	12/11/2019			Assault	Open
64736	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001	Open	12/12/2019			Bullying/Harassment	Open
65384	Catholic Charities, 801 East Men's Shelter, 2700 MLK Av. SE	Open	12/19/2019			Client Threat	Open
Legend - FY 19 To Date In Blue FY20 To Date In Green					Median = 31.5 Highest = 99 Lowest = 0		