

Shelter Type	Shelter	Grievance Results (group)	Question	Reporting Month				
				June 2018	July 2018	August 2018	September 2018	October 2018
Adult Shelters	A Woman's Place	Denials of Service	Denials of Service	0	1	1	3	1
		Internal Hearings	Upheld:Internal Hearings Results	0	0	0	0	0
			Overtured:Internal Hearings Results	0	0	0	0	0
			Modified:Internal Hearings Results	0	0	0	0	0
			No Show:Internal Hearings Results	0	1	11	3	1
			2nd Chance:Internal Hearings Results	0	0	0	0	0
			Withdrawn:Internal Hearings Results	0	0	0	0	0
		Arbitrations	Upheld:Arbitration Results	0	0	0	0	0
			Overtured:Arbitration Results	0	0	0	0	0
			Modified:Arbitration Results	0	0	0	0	0
			No Show:Arbitration Results	0	0	0	0	0
			2nd Chance:Arbitration Results	0	0	0	0	0
	Withdrawn:Arbitration Results		0	0	0	0	0	
	Bethel A.M.E.	Denials of Service	Denials of Service	0	0	4	1	3
		Internal Hearings	Upheld:Internal Hearings Results	0	0	0	0	3
			Overtured:Internal Hearings Results	0	0	0	0	0
			Modified:Internal Hearings Results	0	0	0	0	0
			No Show:Internal Hearings Results	0	0	0	0	0
			2nd Chance:Internal Hearings Results	0	0	0	1	0
			Withdrawn:Internal Hearings Results	0	0	0	0	0
		Arbitrations	Upheld:Arbitration Results	0	0	0	0	0
			Overtured:Arbitration Results	0	0	0	0	0
			Modified:Arbitration Results	0	0	0	0	0
			No Show:Arbitration Results	0	0	0	0	0
2nd Chance:Arbitration Results			0	0	0	0	0	
Withdrawn:Arbitration Results	0		0	0	0	0		
Dolores Street	Denials of Service	Denials of Service	43	31	44	39	31	
	Internal Hearings	Upheld:Internal Hearings Results	3	1	1	0	0	
		Overtured:Internal Hearings Results	0	2	0	0	0	
		Modified:Internal Hearings Results	0	0	0	0	0	
		No Show:Internal Hearings Results	8	8	2	7	3	
		2nd Chance:Internal Hearings Results	6	4	8	5	4	
		Withdrawn:Internal Hearings Results	0	0	1	0	0	
	Arbitrations	Upheld:Arbitration Results	0	0	0	0	0	
		Overtured:Arbitration Results	1	0	1	0	0	
		Modified:Arbitration Results	0	0	0	0	0	
		No Show:Arbitration Results	1	0	0	0	0	
		2nd Chance:Arbitration Results	0	1	0	0	0	
Withdrawn:Arbitration Results		1	0	0	0	0		
Hospitality House	Denials of Service	Denials of Service	5	5	6	4	6	
	Internal Hearings	Upheld:Internal Hearings Results	4	2	1	0	1	
		Overtured:Internal Hearings Results	0	1	1	0	0	
		Modified:Internal Hearings Results	0	0	0	0	0	
		No Show:Internal Hearings Results	0	2	4	3	5	
		2nd Chance:Internal Hearings Results	1	0	0	1	0	
		Withdrawn:Internal Hearings Results	0	0	0	0	0	
	Arbitrations	Upheld:Arbitration Results	0	0	0	0	0	
		Overtured:Arbitration Results	0	0	0	0	0	
		Modified:Arbitration Results	0	0	0	0	0	
		No Show:Arbitration Results	0	0	0	0	0	
		2nd Chance:Arbitration Results	0	0	0	0	0	
Withdrawn:Arbitration Results		0	0	0	0	0		
Lark Inn	Denials of Service	Denials of Service	27	11	26	44	26	
	Internal Hearings	Upheld:Internal Hearings Results	2	0	0	1	1	
		Overtured:Internal Hearings Results	1	0	5	0	0	
		Modified:Internal Hearings Results	13	7	6	20	9	
		No Show:Internal Hearings Results	11	4	15	17	9	
		2nd Chance:Internal Hearings Results	0	0	0	6	2	
		Withdrawn:Internal Hearings Results	0	0	0	0	1	
	Arbitrations	Upheld:Arbitration Results	0	0	0	0	0	
		Overtured:Arbitration Results	0	0	0	0	0	
		Modified:Arbitration Results	0	0	0	0	0	
		No Show:Arbitration Results	0	0	0	0	0	
		2nd Chance:Arbitration Results	0	0	0	0	0	
Withdrawn:Arbitration Results		0	0	0	0	0		
MSC South	Denials of Service	Denials of Service	91	94	93	96	15	
	Internal Hearings	Upheld:Internal Hearings Results	9	8	1	7	84	
		Overtured:Internal Hearings Results	3	0	1	4	0	
		Modified:Internal Hearings Results	0	1	2	1	0	
		No Show:Internal Hearings Results	7	1	11	9	7	
		2nd Chance:Internal Hearings Results	2	1	6	1	6	
		Withdrawn:Internal Hearings Results	0	0	0	0	0	
	Arbitrations	Upheld:Arbitration Results	0	0	0	0	0	
		Overtured:Arbitration Results	0	0	0	0	0	
		Modified:Arbitration Results	0	0	0	0	0	
		No Show:Arbitration Results	0	0	0	0	0	
		2nd Chance:Arbitration Results	0	0	0	0	0	
Withdrawn:Arbitration Results		0	0	0	0	0		

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				June 2018	July 2018	August 2018	September 2018	October 2018
			Withdrawn:Arbitration Results	0	0	0	0	0
	Next Door	Denials of Service	Denials of Service	66	83	90	88	69
		Internal Hearings	Upheld:Internal Hearings Results	2	0	1	2	0
			Overtured:Internal Hearings Results	1	0	1	1	1
			Modified:Internal Hearings Results	0	0	1	2	2
			No Show:Internal Hearings Results	4	7	36	5	1
			2nd Chance:Internal Hearings Results	8	4	1	2	2
			Withdrawn:Internal Hearings Results	0	0	0	1	1
		Arbitrations	Upheld:Arbitration Results	0	0	0	0	0
			Overtured:Arbitration Results	0	0	0	1	0
			Modified:Arbitration Results	1	0	0	2	0
			No Show:Arbitration Results	0	0	1	1	0
			2nd Chance:Arbitration Results	0	0	0	0	0
			Withdrawn:Arbitration Results	0	0	0	0	0
	Providence	Denials of Service	Denials of Service	0	0	0	0	1
		Internal Hearings	Upheld:Internal Hearings Results	0	0	0	0	0
			Overtured:Internal Hearings Results	0	0	0	0	0
			Modified:Internal Hearings Results	0	0	0	0	0
			No Show:Internal Hearings Results	0	0	0	0	0
			2nd Chance:Internal Hearings Results	0	0	0	0	0
			Withdrawn:Internal Hearings Results	0	0	0	0	0
		Arbitrations	Upheld:Arbitration Results	0	0	0	0	0
			Overtured:Arbitration Results	0	0	0	0	0
			Modified:Arbitration Results	0	0	0	0	0
			No Show:Arbitration Results	0	0	0	0	0
			2nd Chance:Arbitration Results	0	0	0	0	0
			Withdrawn:Arbitration Results	0	0	0	0	0
	Sanctuary	Denials of Service	Denials of Service	11	16	10	18	15
		Internal Hearings	Upheld:Internal Hearings Results	2	0	1	4	0
			Overtured:Internal Hearings Results	0	0	0	1	0
			Modified:Internal Hearings Results	0	7	1	1	0
			No Show:Internal Hearings Results	3	1	1	6	2
			2nd Chance:Internal Hearings Results	1	0	0	1	0
			Withdrawn:Internal Hearings Results	0	0	0	0	1
		Arbitrations	Upheld:Arbitration Results	0	0	0	0	0
			Overtured:Arbitration Results	0	0	0	1	0
			Modified:Arbitration Results	0	0	1	2	1
			No Show:Arbitration Results	0	0	0	0	0
			2nd Chance:Arbitration Results	0	0	0	2	0
			Withdrawn:Arbitration Results	0	0	0	0	0
Family Shelters	Compass Family Shelter	Denials of Service	Denials of Service	0	0	0	4	0
		Internal Hearings	Upheld:Internal Hearings Results	0	0	0	1	0
			Overtured:Internal Hearings Results	0	0	0	1	0
			Modified:Internal Hearings Results	0	0	0	0	0
			No Show:Internal Hearings Results	0	0	0	0	0
			2nd Chance:Internal Hearings Results	0	0	0	0	0
			Withdrawn:Internal Hearings Results	0	0	0	0	0
		Arbitrations	Upheld:Arbitration Results	0	0	0	1	0
			Overtured:Arbitration Results	0	0	0	0	0
			Modified:Arbitration Results	0	0	0	0	0
			No Show:Arbitration Results	0	0	0	0	0
			2nd Chance:Arbitration Results	0	0	0	0	0
			Withdrawn:Arbitration Results	0	0	0	0	0
	First Friendship	Denials of Service	Denials of Service	0	0	0	1	1
		Internal Hearings	Upheld:Internal Hearings Results	0	0	0	0	0
			Overtured:Internal Hearings Results	0	0	0	0	1
			Modified:Internal Hearings Results	0	0	0	0	0
			No Show:Internal Hearings Results	0	0	0	0	0
			2nd Chance:Internal Hearings Results	0	0	0	1	0
			Withdrawn:Internal Hearings Results	0	0	0	0	0
		Arbitrations	Upheld:Arbitration Results	0	0	0	0	0
			Overtured:Arbitration Results	0	0	0	0	0
			Modified:Arbitration Results	0	0	0	0	0
			No Show:Arbitration Results	0	0	0	0	0
			2nd Chance:Arbitration Results	0	0	0	0	0
			Withdrawn:Arbitration Results	0	0	0	0	0
	Hamilton Family Emergency Center	Denials of Service	Denials of Service	2	4	1	2	4
		Internal Hearings	Upheld:Internal Hearings Results	2	3	0	0	4
			Overtured:Internal Hearings Results	0	0	1	1	0
			Modified:Internal Hearings Results	0	0	0	0	0
			No Show:Internal Hearings Results	0	0	0	0	0
			2nd Chance:Internal Hearings Results	0	0	0	0	0
			Withdrawn:Internal Hearings Results	0	1	0	1	0
		Arbitrations	Upheld:Arbitration Results	0	0	0	0	0
			Overtured:Arbitration Results	0	0	0	0	0
			Modified:Arbitration Results	0	0	0	0	0
			No Show:Arbitration Results	0	0	0	0	0

Shelter Type	Shelter	Grievance Results (group)	Question	Reporting Month				
				June 2018	July 2018	August 2018	September 2018	October 2018
			2nd Chance:Arbitration Results	0	0	0	0	0
			Withdrawn:Arbitration Results	0	0	0	0	0
	Hamilton Family Residence	Denials of Service	Denials of Service	3	2	1	2	11
		Internal Hearings	Upheld:Internal Hearings Results	2	1	0	0	6
			Overtured:Internal Hearings Results	0	1	1	2	1
			Modified:Internal Hearings Results	0	0	0	0	0
			No Show:Internal Hearings Results	1	0	0	0	0
			2nd Chance:Internal Hearings Results	0	0	0	0	3
			Withdrawn:Internal Hearings Results	0	0	0	0	1
		Arbitrations	Upheld:Arbitration Results	0	0	0	0	0
			Overtured:Arbitration Results	0	0	0	0	0
			Modified:Arbitration Results	0	0	0	0	0
			No Show:Arbitration Results	0	0	0	0	0
			2nd Chance:Arbitration Results	0	0	0	0	0
			Withdrawn:Arbitration Results	0	0	0	0	0
	Harbor House	Denials of Service	Denials of Service	2	4	1	0	0
		Internal Hearings	Upheld:Internal Hearings Results	2	0	0	0	0
			Overtured:Internal Hearings Results	0	0	0	0	0
			Modified:Internal Hearings Results	0	0	0	0	0
			No Show:Internal Hearings Results	0	0	0	0	0
			2nd Chance:Internal Hearings Results	0	4	1	0	0
			Withdrawn:Internal Hearings Results	0	0	0	0	0
		Arbitrations	Upheld:Arbitration Results	0	0	0	0	0
			Overtured:Arbitration Results	0	0	0	0	0
			Modified:Arbitration Results	0	0	0	0	0
			No Show:Arbitration Results	1	0	0	0	0
			2nd Chance:Arbitration Results	0	0	0	0	0
			Withdrawn:Arbitration Results	1	0	0	0	0
	Providence Family	Denials of Service	Denials of Service	0	0	0	0	0
		Internal Hearings	Upheld:Internal Hearings Results	0	0	0	0	0
			Overtured:Internal Hearings Results	0	0	0	0	0
			Modified:Internal Hearings Results	0	0	0	0	0
			No Show:Internal Hearings Results	0	0	0	0	0
			2nd Chance:Internal Hearings Results	0	0	0	0	0
			Withdrawn:Internal Hearings Results	0	0	0	0	0
		Arbitrations	Upheld:Arbitration Results	0	0	0	0	0
			Overtured:Arbitration Results	0	0	0	0	0
			Modified:Arbitration Results	0	0	0	0	0
			No Show:Arbitration Results	0	0	0	0	0
			2nd Chance:Arbitration Results	0	0	0	0	0
			Withdrawn:Arbitration Results	0	0	0	0	0
	St. Joseph's Family Center	Denials of Service	Denials of Service	1	3	1	1	2
		Internal Hearings	Upheld:Internal Hearings Results	1	1	0	0	0
			Overtured:Internal Hearings Results	0	0	0	1	0
			Modified:Internal Hearings Results	0	0	0	0	0
			No Show:Internal Hearings Results	0	0	0	0	1
			2nd Chance:Internal Hearings Results	0	2	1	0	1
			Withdrawn:Internal Hearings Results	0	0	0	0	0
		Arbitrations	Upheld:Arbitration Results	0	0	0	0	0
			Overtured:Arbitration Results	0	0	0	0	0
			Modified:Arbitration Results	1	0	0	0	0
			No Show:Arbitration Results	0	0	0	0	0
			2nd Chance:Arbitration Results	0	0	0	0	0
			Withdrawn:Arbitration Results	0	0	0	0	0
	Star Family Shelter	Denials of Service	Denials of Service				1	0
		Internal Hearings	Upheld:Internal Hearings Results				0	0
			Overtured:Internal Hearings Results				0	0
			Modified:Internal Hearings Results				0	0
			No Show:Internal Hearings Results				1	0
			2nd Chance:Internal Hearings Results				0	0
			Withdrawn:Internal Hearings Results				0	0
		Arbitrations	Upheld:Arbitration Results				0	0
			Overtured:Arbitration Results				0	0
			Modified:Arbitration Results				0	0
			No Show:Arbitration Results				1	0
			2nd Chance:Arbitration Results				0	0
			Withdrawn:Arbitration Results				0	0