




DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING


## **Temporary Shelter Grievance Process**

Data Through: **January 2021**


Metric

All 


Shelter

All 

Shelter Type

All 

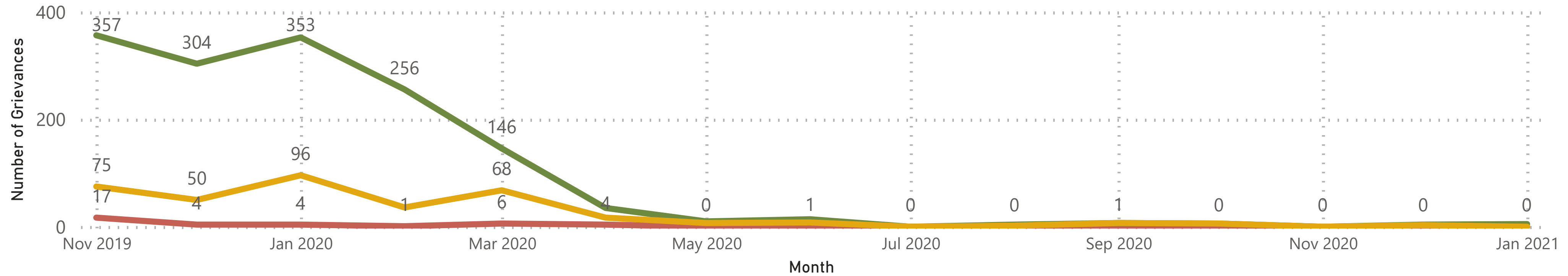
Reporting Period

11/1/2019 1/1/2021 

**Note:** Grievance data from Star Family Shelter is missing from 10/19 due to its closure in early October. Grievance data is also missing from Dolores Street for February 2020, Providence Family for March 2020. Fewer submissions after March 2020 as sites were repurposed for COVID-19 response.

## Grievance Process Metrics

Result Type ● Arbitrations ● Denials of Service ● Internal Hearings



## 15 Month Summary

Result Type	11/19	12/19	01/20	02/20	03/20	04/20	05/20	06/20	07/20	08/20	09/20	10/20	11/20	12/20	01/21	Total
<input type="checkbox"/> <b>Arbitrations</b>	17	4	4	1	6	4	0	1	0	0	1	0	0	0	0	38
Withdrawn: Arbitration Results	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	3
Upheld: Arbitration Results	0	1	1	0	6	3	0	0	0	0	0	0	0	0	0	11
Overturned: Arbitration Results	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	2
No Show: Arbitration Results	16	2	1	0	0	0	0	1	0	0	0	0	0	0	0	20
Modified: Arbitration Results	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2
2nd Chance: Arbitration Results	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<input type="checkbox"/> <b>Denials of Service</b>	357	304	353	256	146	35	10	14	0	4	7	6	0	4	5	1501
# of DOS's Issued: Denials of Service Issued	357	304	353	256	146	35	10	14	0	4	7	6	0	4	5	1501
<input type="checkbox"/> <b>Internal Hearings</b>	75	50	96	36	68	17	7	8	0	2	7	6	0	3	0	375
Withdrawn: Internal Hearings Results	7	8	6	1	3	2	3	0	0	0	5	0	0	3	0	38
Upheld: Internal Hearings Results	13	8	14	13	42	11	1	1	0	1	0	4	0	0	0	108
Overturned: Internal Hearings Results	10	0	6	4	2	0	0	0	0	1	2	2	0	0	0	27
No Show: Internal Hearings Results	16	14	38	12	6	0	3	4	0	0	0	0	0	0	0	93
Modified: Internal Hearings Results	7	3	6	2	3	1	0	0	0	0	0	0	0	0	0	22
2nd Chance: Internal Hearings Results	22	17	26	4	12	3	0	3	0	0	0	0	0	0	0	87
<b>Total</b>	<b>449</b>	<b>358</b>	<b>453</b>	<b>293</b>	<b>220</b>	<b>56</b>	<b>17</b>	<b>23</b>	<b>0</b>	<b>6</b>	<b>15</b>	<b>12</b>	<b>0</b>	<b>7</b>	<b>5</b>	<b>1914</b>

# Grievances Policy Statistics by Shelter

## Metric

Denials of Service ▼

## Reporting Period

11/1/2019 1/1/2021



**Note:** Grievance data from Star Family Shelter is missing from 10/19 due to its closure in early October. Grievance data is also missing from Dolores Street for February 2020, Providence Family for March 2020. Fewer submissions after March 2020 as sites were repurposed for COVID-19 response.

## View by Shelter

Shelter	11/19	12/19	01/20	02/20	03/20	04/20	05/20	06/20	07/20	08/20	09/20	10/20	11/20	12/20	01/21
<b>Adult Shelter</b>	<b>340</b>	<b>290</b>	<b>334</b>	<b>244</b>	<b>135</b>	<b>29</b>	<b>5</b>	<b>12</b>	<b>0</b>	<b>2</b>			<b>0</b>	<b>1</b>	<b>5</b>
<input type="checkbox"/> A Woman's Place - 11 Mats	5	2	1	0	0	0	0								
<input type="checkbox"/> Bethel A.M.E. - 30 Mats	3	3	1	1	0	2									
<input type="checkbox"/> Dolores Street - 108 Beds	31	40	40		29	6	1	5							
<input type="checkbox"/> Hospitality House - 30 Beds	4	3	10	7	3	1	0								
<input type="checkbox"/> Lark Inn - 40 Beds	22	9	21	5	1	0	0								
<input type="checkbox"/> MSC South - 340 Beds	94	86	113	95											
<input type="checkbox"/> Next Door - 334 Beds	124	94	76	86	49	4									
<input type="checkbox"/> Providence - 110 Mats	21	15	10	10	5										
<input type="checkbox"/> Sanctuary - 200 Beds	36	38	62	40	48	16	4	7	0	2			0	1	5
<b>Family Shelter</b>	<b>17</b>	<b>14</b>	<b>19</b>	<b>12</b>	<b>11</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>0</b>	<b>3</b>	<b>0</b>
<input type="checkbox"/> Compass Family Shelter - 70 Beds	0	0	0	0	0	0	0	1	0	0	0	1			
<input type="checkbox"/> First Friendship - 50 Beds	1	0	0	0	0	0									
<input type="checkbox"/> Hamilton Family Emergency Center - 46 Beds	10	0	11	3	7	3	2	0	0	1	3	3		0	
<input type="checkbox"/> Hamilton Family Residence - 136 Beds	4	4	4	1	4	2	1	1	0	1	3	2		3	
<input type="checkbox"/> Harbor House - 120 Beds	0	8	4	1	0	0	0	0	0	0	1		0	0	0
<input type="checkbox"/> Providence Family - 15 Mats	0	0	0	0		1									
<input type="checkbox"/> St. Joseph's Family Center - 33 Beds	2	2	0	7	0	0	2								
<b>Total</b>	<b>357</b>	<b>304</b>	<b>353</b>	<b>256</b>	<b>146</b>	<b>35</b>	<b>10</b>	<b>14</b>	<b>0</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>0</b>	<b>4</b>	<b>5</b>