



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Temporary Shelter Grievance Process

Data Through: **July 2021**

Metric ▼

All ▼

Shelter

All ▼

Shelter Type

All ▼

Reporting Period

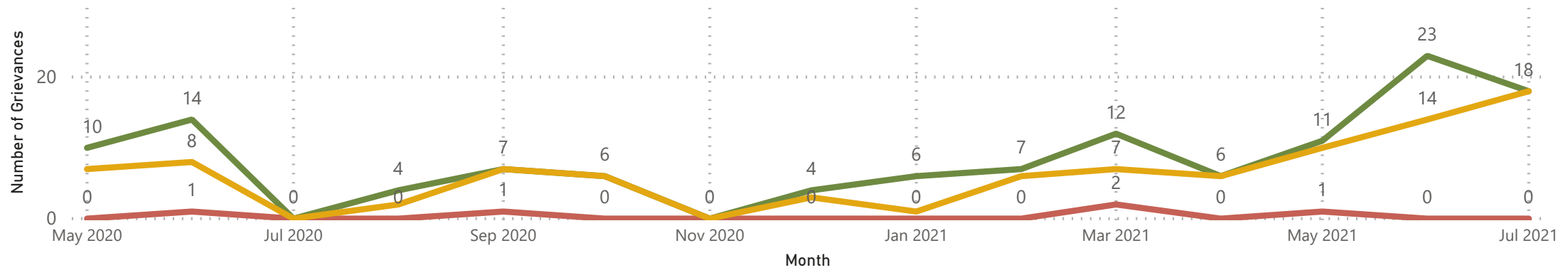
5/1/2020 7/31/2021



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	05/20	06/20	07/20	08/20	09/20	10/20	11/20	12/20	01/21	02/21	03/21	04/21	05/21	06/21	07/21	Total
Arbitrations	0	1	0	0	1	0	0	0	0	0	2	0	1	0	0	5
Withdrawn: Arbitration Results	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	2
Upheld: Arbitration Results	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overturned: Arbitration Results	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
No Show: Arbitration Results	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Modified: Arbitration Results	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2nd Chance: Arbitration Results	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Denials of Service	10	14	0	4	7	6	0	4	6	7	12	6	11	23	18	128
# of DOS's Issued: Denials of Service Issued	10	14	0	4	7	6	0	4	6	7	12	6	11	23	18	128
Internal Hearings	7	8	0	2	7	6	0	3	1	6	7	6	10	14	18	95
Withdrawn: Internal Hearings Results	3	0	0	0	5	0	0	3	0	1	2	0	3	1	1	19
Upheld: Internal Hearings Results	1	1	0	1	0	4	0	0	0	4	3	4	5	3	8	34
Overturned: Internal Hearings Results	0	0	0	1	2	2	0	0	0	0	1	1	1	6	5	19
No Show: Internal Hearings Results	3	4	0	0	0	0	0	0	0	0	0	0	0	1	1	9
Modified: Internal Hearings Results	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	2
2nd Chance: Internal Hearings Results	0	3	0	0	0	0	0	0	1	1	0	0	1	3	3	12
Total	17	23	0	6	15	12	0	7	7	13	21	12	22	37	36	228

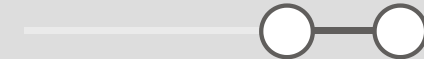
Grievances Policy Statistics by Shelter

Metric ▼

Denials of Service ▼

Reporting Period

5/1/2020 7/31/2021



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View by Shelter

Shelter	05/20	06/20	07/20	08/20	09/20	10/20	11/20	12/20	01/21	02/21	03/21	04/21	05/21	06/21	07/21
Adult Shelter	5	12	0	2			0	1	5	3	7	1	2	2	
<input type="checkbox"/> A Woman's Place - 11 Mats	0														
<input type="checkbox"/> Dolores Street - 108 Beds	1	5													
<input type="checkbox"/> Hospitality House - 30 Beds	0														
<input type="checkbox"/> Lark Inn - 40 Beds	0														
<input type="checkbox"/> Sanctuary - 200 Beds	4	7	0	2			0	1	5	3	7	1	2	2	
Family Shelter	5	2	0	2	7	6	0	3	1	4	5	5	9	21	18
<input type="checkbox"/> Compass Family Shelter - 70 Beds	0	1	0	0	0	1				0	1	0	0	0	
<input type="checkbox"/> Hamilton Family Emergency Center - 46 Beds	2	0	0	1	3	3		0	0	2	3	2	4	9	6
<input type="checkbox"/> Hamilton Family Residence - 136 Beds	1	1	0	1	3	2		3	1	2	1	3	5	6	11
<input type="checkbox"/> Harbor House - 120 Beds	0	0	0	0	1		0	0	0	0	0	0	0	6	1
<input type="checkbox"/> St. Joseph's Family Center - 33 Beds	2		0	0				0	0					0	
Total	10	14	0	4	7	6	0	4	6	7	12	6	11	23	18