




DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING


## **Temporary Shelter Grievance Process**

Data Through: **May 2022**


Metric

All 


Shelter

All 

Shelter Type

All 

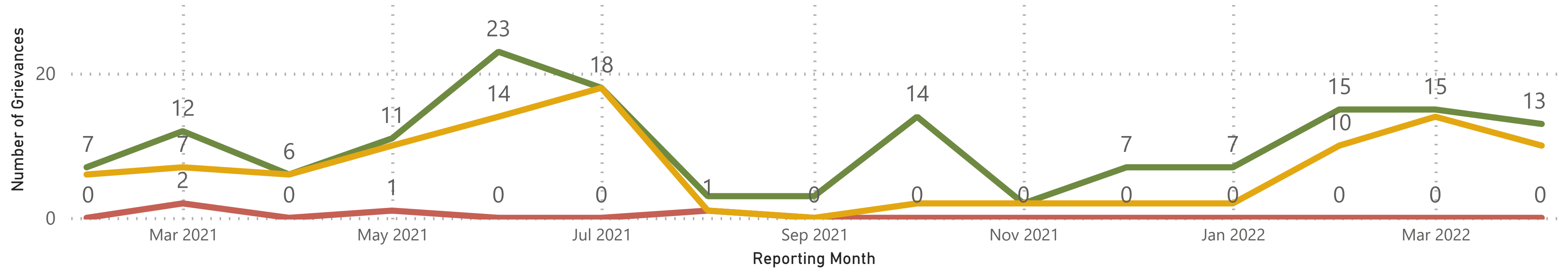
Reporting Period

2/1/2021  4/1/2022

**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	02/21	03/21	04/21	05/21	06/21	07/21	08/21	09/21	10/21	11/21	12/21	01/22	02/22	03/22	04/22	Total
<input type="checkbox"/> <b>Denials of Service</b>	7	12	6	11	23	18	3	3	14	2	7	7	15	15	13	156
# of DOS's Issued: Denials of Service Issued	7	12	6	11	23	18	3	3	14	2	7	7	15	15	13	156
<input type="checkbox"/> <b>Internal Hearings</b>	6	7	6	10	14	18	1	0	2	2	2	2	10	14	10	104
2nd Chance: Internal Hearings Results	1	0	0	1	3	3	0	0	0	1	0	1	1	1	6	18
Modified: Internal Hearings Results	0	1	1	0	0	0	0	0	1	0	0	0	0	0	1	4
No Show: Internal Hearings Results	0	0	0	0	1	1	1	0	0	1	2	1	3	2	0	12
Overtured: Internal Hearings Results	0	1	1	1	6	5	0	0	0	0	0	0	4	6	0	24
Upheld: Internal Hearings Results	4	3	4	5	3	8	0	0	1	0	0	0	2	3	2	35
Withdrawn: Internal Hearings Results	1	2	0	3	1	1	0	0	0	0	0	0	0	2	1	11
<input type="checkbox"/> <b>Arbitrations</b>	0	2	0	1	0	0	1	0	0	0	0	0	0	0	0	4
2nd Chance: Arbitration Results	0	0	0	1	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
No Show: Arbitration Results	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Overtured: Arbitration Results	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Upheld: Arbitration Results	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Withdrawn: Arbitration Results	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
<b>Total</b>	<b>13</b>	<b>21</b>	<b>12</b>	<b>22</b>	<b>37</b>	<b>36</b>	<b>5</b>	<b>3</b>	<b>16</b>	<b>4</b>	<b>9</b>	<b>9</b>	<b>25</b>	<b>29</b>	<b>23</b>	<b>264</b>

# Grievances Policy Statistics by Shelter

## Metric

All ▼

## Reporting Period

2/1/2021 4/1/2022



**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	02/21	03/21	04/21	05/21	06/21	07/21	08/21	09/21	10/21	11/21	12/21	01/22	02/22	03/22	04/22
<b>Adult Shelter</b>	<b>5</b>	<b>10</b>	<b>2</b>	<b>4</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>14</b>		<b>5</b>	<b>7</b>	<b>11</b>	<b>3</b>	<b>5</b>
<input type="checkbox"/> Bayview SAFE Navigation Center - 116 Beds															2
<input type="checkbox"/> Embarcadero SAFE Navigation Center - 91 Beds														2	
<input type="checkbox"/> MSC South - 340 Beds															1
<input type="checkbox"/> Next Door - 334 Beds												2	2		
<input type="checkbox"/> Providence Family Service Center (Oasis Hotel) - 51 Beds													4	1	2
<input type="checkbox"/> Sanctuary - 200 Beds	5	10	2	4	2		1	2	14		5	5	5		
<b>Family Shelter</b>	<b>8</b>	<b>11</b>	<b>10</b>	<b>18</b>	<b>35</b>	<b>36</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>14</b>	<b>26</b>	<b>18</b>
<input type="checkbox"/> Compass Family Shelter - 70 Beds	0	3	0	0	0		3	0	2	2	0	0		0	6
<input type="checkbox"/> Hamilton Family Emergency Center - 46 Beds	4	6	4	8	16	12							4	4	
<input type="checkbox"/> Hamilton Family Residence - 136 Beds	4	2	6	10	12	22							10	18	
<input type="checkbox"/> Harbor House - 120 Beds	0	0	0	0	7	2	1	1	0	2	4	2	0	4	12
<input type="checkbox"/> St. Joseph's Family Center - 33 Beds			0								0	0		0	
<b>Total</b>	<b>13</b>	<b>21</b>	<b>12</b>	<b>22</b>	<b>37</b>	<b>36</b>	<b>5</b>	<b>3</b>	<b>16</b>	<b>4</b>	<b>9</b>	<b>9</b>	<b>25</b>	<b>29</b>	<b>23</b>