




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING


Temporary Shelter Grievance Process

Data Through: **August 2022**


Type of Grievance Result

All 

Shelter

All 

Shelter Type

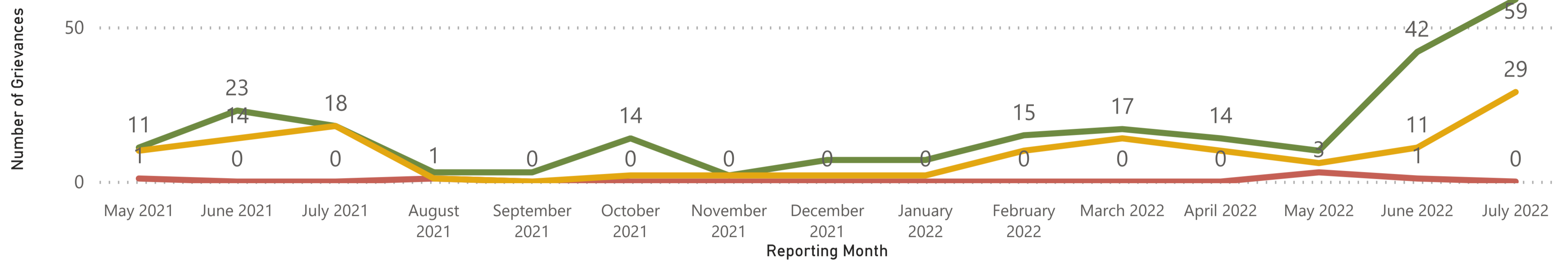
All 

Reporting Period

5/1/2021 7/31/2022

Grievance Process Metrics

Result Type ● Arbitrations ● Denials of Service ● Internal Hearings



15 Month Summary

| Result Type | 05/21 | 06/21 | 07/21 | 08/21 | 09/21 | 10/21 | 11/21 | 12/21 | 01/22 | 02/22 | 03/22 | 04/22 | 05/22 | 06/22 | 07/22 | Total |
|--|-----------|-----------|-----------|----------|----------|-----------|----------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| <input type="checkbox"/> Denials of Service | 11 | 23 | 18 | 3 | 3 | 14 | 2 | 7 | 7 | 15 | 17 | 14 | 10 | 42 | 59 | 245 |
| <input type="checkbox"/> Issued | 11 | 23 | 18 | 3 | 3 | 14 | 2 | 7 | 7 | 15 | 17 | 14 | 10 | 34 | 51 | 229 |
| <input type="checkbox"/> Appealed | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 8 | 8 | 16 |
| <input type="checkbox"/> Internal Hearings | 10 | 14 | 18 | 1 | 0 | 2 | 2 | 2 | 2 | 10 | 14 | 10 | 6 | 11 | 29 | 131 |
| <input type="checkbox"/> Upheld | 5 | 3 | 8 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 3 | 2 | 2 | 3 | 7 | 36 |
| <input type="checkbox"/> Overturned | 1 | 6 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 6 | 0 | 3 | 2 | 10 | 37 |
| <input type="checkbox"/> Modified | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 |
| <input type="checkbox"/> No Show | 0 | 1 | 1 | 1 | 0 | 0 | 1 | 2 | 1 | 3 | 2 | 0 | 1 | 2 | 5 | 20 |
| <input type="checkbox"/> 2nd Chance | 1 | 3 | 3 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 6 | 0 | 3 | 5 | 25 |
| <input type="checkbox"/> Withdrawn | 3 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 1 | 2 | 11 |
| <input type="checkbox"/> Arbitrations | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 1 | 0 | 6 |
| <input type="checkbox"/> Upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| <input type="checkbox"/> Overturned | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| <input type="checkbox"/> Modified | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| <input type="checkbox"/> No Show | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 |
| <input type="checkbox"/> 2nd Chance | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 3 |
| <input type="checkbox"/> Withdrawn | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 22 | 37 | 36 | 5 | 3 | 16 | 4 | 9 | 9 | 25 | 31 | 24 | 19 | 54 | 88 | 382 |

Grievances Policy Statistics by Shelter

Result Type

Denials of Service ▼

Reporting Period

5/1/2021 7/31/2022



Shelter Type

Adult Shelter ▼

View by Shelter

| Shelter Type | 05/21 | 06/21 | 08/21 | 09/21 | 10/21 | 11/21 | 12/21 | 01/22 | 02/22 | 03/22 | 04/22 | 05/22 | 06/22 | 06/22 | 07/22 |
|---|----------|----------|----------|----------|-----------|-------|----------|----------|----------|----------|----------|----------|-----------|-------|-----------|
| Adult Shelter | 2 | 2 | 1 | 2 | 13 | | 5 | 6 | 6 | 3 | 4 | 3 | 36 | | 29 |
| + 835 Turk Street | | | | | | | | | | | | | | | 1 |
| + Adante (Site 35) Non-Congregate - 78 units | | | | | | | | | | 2 | 1 | 3 | 20 | | 10 |
| + Americana (2) - 144 units | | | | | | | | | | | | 0 | 0 | | 0 |
| + Bayview SAFE Navigation Center - 160 units | | | | | | | | | | | 2 | | | | |
| + Buena Vista Motor Inn (11) - 51 units | | | | | | | | | | | | 0 | 0 | | 0 |
| + Central Waterfront Navigation Center - 64 units | | | | | | | | | | | | 0 | | | |
| + Cova (Site 38) Non-Congregate - 95 units | | | | | | | | | | | | 0 | 0 | | 0 |
| + Embarcadero SAFE Navigation Center - 102 units | | | | | | | | | | 1 | | | | | |
| + Good (Site 4) Non-Congregate - 116 units | | | | | | | | | | | | 0 | 1 | | 1 |
| + HI San Francisco City Center (Site 34) - 70 units | | | | | | | | | | | | 0 | 9 | | 0 |
| + Hotel Vertigo (25) - 110 units | | | | | | | | | | | | 0 | 0 | | 0 |
| + HTL 587 (7) - 69 units | | | | | | | | | | | | 0 | 2 | | |
| + Kimpton Buchanan (36) - 131 units | | | | | | | | | | | | 0 | 0 | | |
| + Kinney Hotel Emergency Stabilization | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | | 0 |
| + Lark Inn - 35 units | | | | | | | | | | | | | | | 0 |
| + Lower Polk TAY Navigation Center - 52 units | | | | | | | | | | | | | 1 | | 1 |
| + MSC South - 218 units | | | | | | | | | | | 1 | | | | |
| + Next Door - 248 units | | | | | | | | 1 | 1 | | | | 1 | | 1 |
| + Sanctuary - 124 units | 2 | 2 | 1 | 2 | 13 | | 5 | 5 | 5 | | | | | | 8 |
| + SF HOT Stabilization Program | | | | | | | | | | | | | | | 1 |
| + The Monarch (30) - 102 units | | | | | | | | | | | | 0 | 0 | | 0 |
| + UCHS Jennings Safe Sleep - 22 units | | | | | | | | | | | | | 1 | | 1 |
| + UCHS Pier 94 Backlands - 116 units | | | | | | | | | | | | | | | 3 |
| + Whitcomb (10) - 460 units | | | | | | | | | | | | 0 | 1 | | 2 |
| Total | 2 | 2 | 1 | 2 | 13 | | 5 | 6 | 6 | 3 | 4 | 3 | 36 | | 29 |

Grievances Policy Statistics by Shelter

Result Type

Denials of Service ▼

Reporting Period

5/1/2021 7/31/2022



Shelter Type

Family Shelter ▼

View by Shelter

| Shelter Type | 05/21 | 06/21 | 07/21 | 08/21 | 09/21 | 10/21 | 11/21 | 12/21 | 01/22 | 02/22 | 03/22 | 04/22 | 05/22 | 06/22 | 07/22 |
|--|----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|----------|----------|-----------|
| Family Shelter | 9 | 21 | 18 | 2 | 1 | 1 | 2 | 2 | 1 | 9 | 14 | 10 | 7 | 6 | 30 |
| + Buena Vista Horace Mann - 30 units | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| + Compass Family Shelter - 21 units | 0 | 0 | | 1 | 0 | 1 | 1 | 0 | 0 | | 0 | 3 | 0 | 0 | 2 |
| + Hamilton Family Emergency Shelter - 23 units | 4 | 9 | 6 | | | | | | | 2 | 2 | | 3 | | 2 |
| + Hamilton Family Residence - 25 units | 5 | 6 | 11 | | | | | | | 5 | 9 | | | | 10 |
| + Hamilton Transitional Housing - 20 units | | | | | | | | | | | | | | 4 | 6 |
| + Harbor House - 28 units | 0 | 6 | 1 | 1 | 1 | 0 | 1 | 2 | 1 | 0 | 2 | 6 | 3 | 2 | 0 |
| + PATH - 16 units | | | | | | | | | | | | | | | 0 |
| + Providence Family Services Center (Oasis) - 35 units | | | | | | | | | | 2 | 1 | 1 | 1 | | 9 |
| + St. Joseph's Family Center - 9 units | | | | | | | | 0 | 0 | | 0 | 0 | 0 | 0 | 1 |
| Total | 9 | 21 | 18 | 2 | 1 | 1 | 2 | 2 | 1 | 9 | 14 | 10 | 7 | 6 | 30 |