




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Temporary Shelter Grievance Process

Data Through: **May 2023**


Type of Grievance Result

All 

Shelter

All 

Shelter Type

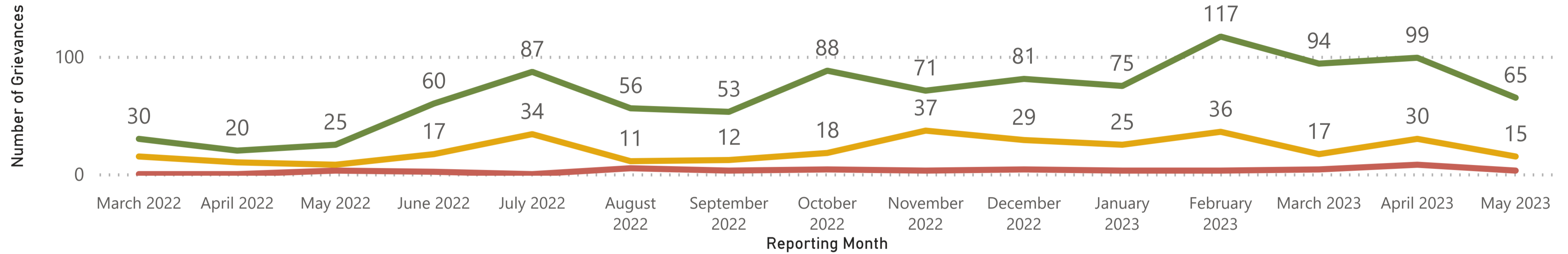
All 

Reporting Period

3/1/2022 5/1/2023

Grievance Process Metrics

Result Type ● Arbitrations ● Denials of Service ● Internal Hearings



15 Month Summary

Result Type	03/22	04/22	05/22	06/22	07/22	08/22	09/22	10/22	11/22	12/22	01/23	02/23	03/23	04/23	05/23	Total
<input type="checkbox"/> Denials of Service	30	20	25	60	87	56	53	88	71	81	75	117	94	99	65	1021
<input type="checkbox"/> Issued	29	20	23	49	74	46	41	71	56	62	59	83	77	68	50	808
<input type="checkbox"/> Appealed	1	0	2	11	13	10	12	17	15	19	16	34	17	31	15	213
<input type="checkbox"/> Internal Hearings	15	10	8	17	34	11	12	18	37	29	25	36	17	30	15	314
<input type="checkbox"/> Upheld	3	2	2	6	9	1	3	5	16	9	13	5	4	14	4	96
<input type="checkbox"/> Overturned	6	0	3	2	11	3	5	4	3	6	1	2	2	1	3	52
<input type="checkbox"/> Modified	0	1	0	1	0	0	2	0	0	0	0	0	0	1	0	5
<input type="checkbox"/> No Show	3	0	2	3	6	4	2	7	16	7	8	11	1	11	0	81
<input type="checkbox"/> 2nd Chance	1	6	1	4	6	3	0	2	2	6	1	8	9	3	7	59
<input type="checkbox"/> Withdrawn	2	1	0	1	2	0	0	0	0	1	2	10	1	0	1	21
<input type="checkbox"/> Arbitrations	0	0	3	2	0	5	3	4	3	4	3	3	4	8	3	45
<input type="checkbox"/> Upheld	0	0	0	2	0	1	1	2	3	1	2	1	0	2	0	15
<input type="checkbox"/> Overturned	0	0	0	0	0	0	2	0	0	3	0	1	1	4	2	13
<input type="checkbox"/> Modified	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	3
<input type="checkbox"/> No Show	0	0	1	0	0	3	0	1	0	0	1	1	1	1	1	10
<input type="checkbox"/> 2nd Chance	0	0	2	0	0	0	0	0	0	0	0	0	2	0	0	4
<input type="checkbox"/> Withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	45	30	36	79	121	72	68	110	111	114	103	156	115	137	83	1380

Grievances Policy Statistics by Shelter

View by Shelter

Result Type

Denials of Service ▼

Reporting Period

3/1/2022 5/1/2023

Shelter Type

Adult Shelter ▼

Shelter Type	03/22	04/22	05/22	06/22	07/22	08/22	09/22	10/22	11/22	12/22	01/23	02/23	03/23	04/23	05/23
Adult Shelter	16	10	18	52	46	39	34	64	67	65	69	108	80	77	53
+ 33 Gough Cabins			0	0	0	1				0	0	1	0		
+ 711 Post					0	0	3	2	8	7	1	7	5	4	4
+ 835 Turk Street					1	1	0	0	1	2					
+ A Woman's Place						0	0	1	3	3	1	0	3		
+ Adante (Site 35) Non-Congregate	2	1	3	20	10	6	6	9	2	6	0	6	8	0	2
+ Americania (2)			0	0	0	0									
+ Baldwin SAFE Navigation Center										0	1	2	2	3	6
+ Bayshore Navigation Center			4	0	3	3	4	2		5	5	2	3	3	
+ Bayview SAFE Navigation Center		2	6	1	2	0	4	6	3	5	11	4	10	10	
+ Bayview Vehicle Triage Center	0	0	0	0	0	0	0		0	0					
+ Buena Vista Motor Inn (11)			0	0	0	0									
+ Casa Esperanza									2	0	0	0			
+ Central Waterfront Navigation Center			0	0	2	0							2	1	1
+ Civic Center Navigation Center			0	0	0										
+ Cova (Site 38) Non-Congregate			0	0	0	2		2	1	0	1	0	0	0	4
+ Division Circle Navigation Center					4	2	2	12	5	2	4	10	9	5	
+ Dolores Street					0	0					2	0			0
+ Embarcadero SAFE Navigation Center	1		0	5	2	1	0				3	11	4		4
+ Good (Site 4) Non-Congregate			0	1	1	1									
+ HI San Francisco City Center (Site 34)			2	13	0	0	1	5	0	0	1	3	8	10	0
+ Hospitality House		0							0	1	0	1	0		
+ Hotel Vertigo (25)			0	0	0	0									
+ HTL 587 (7)			0	2											
+ Interfaith Winter Shelter											1				
+ Kimpton Buchannan (36)			0	0											
Total	16	10	18	52	46	39	34	64	67	65	69	108	80	77	53

Grievances Policy Statistics by Shelter

Result Type

Denials of Service ▼

Reporting Period

3/1/2022 5/1/2023



Shelter Type

Adult Shelter ▼

View by Shelter

Shelter Type	03/22	04/22	05/22	06/22	07/22	08/22	09/22	10/22	11/22	12/22	01/23	02/23	03/23	04/23	05/23
Adult Shelter	13	7	3	10	21	22	14	25	42	34	38	61	26	41	32
<input type="checkbox"/> Kinney Hotel Emergency Stabilization	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
<input type="checkbox"/> Mission Inn									0	1	0	0	0	0	0
<input type="checkbox"/> MSC South	13	7	3	6	11	6	3	6	15	27	13	21	7	8	
<input type="checkbox"/> Next Door				1	1	7	3	8	15	6	13	8	13	26	14
<input type="checkbox"/> Sanctuary											7	28	4	7	15
<input type="checkbox"/> SF HOT Stabilization Program					1	0									
<input type="checkbox"/> South Van Ness Safe Sleep			0	0	1	2	2	10	4		4	2	1	0	0
<input type="checkbox"/> The Monarch (30)		0	0	0	0	0	0	0	6	0	1				
<input type="checkbox"/> UCHS Bayview Drop-In Center				0	0	0	0	0	0		0	0	0		
<input type="checkbox"/> UCHS Jennings Safe Sleep			0	2	0	0			0						
<input type="checkbox"/> UCHS Pier 94 Backlands				0	5	1			2			2			3
<input type="checkbox"/> Whitcomb (10)			0	1	2	6	6	1		0					
Total	13	7	3	10	21	22	14	25	42	34	38	61	26	41	32

Grievances Policy Statistics by Shelter

Result Type

Denials of Service ▼

Reporting Period

3/1/2022 5/1/2023

Shelter Type

Family Shelter ▼

View by Shelter

Shelter Type	03/22	04/22	05/22	06/22	07/22	08/22	09/22	10/22	11/22	12/22	01/23	02/23	03/23	04/23	05/23
Family Shelter	14	10	7	7	40	14	12	6	1	3	3	3	7	6	0
+ Buena Vista Horace Mann	0	0	0	0	0	0	2			0		0			
+ Clara House			0	0	0	0	0	0	0	0	0	0	0	0	
+ Compass Family Shelter	0	3	0	0	2	4	2	6	0	1	3	1	6		
+ Hamilton Family Emergency Shelter	2		3		2	2									
+ Hamilton Family Residence	9				10	3									
+ Hamilton Transitional Housing			0	4	6	2	6	0	0	2	0	0	0		0
+ Harbor House	2	6	3	2	0	0	0	0	0	0	0	0	0	6	0
+ PATH					0	1	0	0	1	0	0	0	1		
+ Providence Family Services Center (Oasis)	1	1	1		18						0	0			
+ St. Joseph's Family Center	0	0	0	1	2	2	2	0	0		0	2	0	0	
Total	14	10	7	7	40	14	12	6	1	3	3	3	7	6	0

Grievances Policy Statistics by Shelter

Result Type

Denials of Service ▼

Reporting Period

3/1/2022 5/1/2023

Shelter Type

TAY Shelter ▼

View by Shelter

Shelter Type	03/22	04/22	06/22	07/22	08/22	09/22	10/22	11/22	12/22	01/23	02/23	03/23	04/23	05/23
TAY Shelter	1	1	3	7	18	3	13	3	6	7	16	12		
+ Lark Inn		0	1		1		6	0	0	4	6			
+ Lower Polk TAY Navigation Center	1	1	2	5	17	3	7	3	5	3	6	12		
+ Routz/Aarti Transitional Housing	0	0	0	0	0									
+ Transition Housing at 1020 Haight	0	0	0	0	0									
+ Transitional Housing at 5th and Harrison	0	0	0	2	0	0	0	0	1		4	0		
+ Transitional Housing at Assisted Care	0	0	0	0	0									
+ Transitional Housing at Castro Youth Housing Initiative	0	0	0	0	0									
+ Transitional Housing at G-House	0	0	0	0	0									
Total	1	1	3	7	18	3	13	3	6	7	16	12		