

## SCA June 2023 Report to Shelter Grievance Advisory Committee

---

SCA’s Report to the Shelter Grievance Advisory Committee contains two parts. The first part reports on HSH policies impacting the shelter system’s compliance with the Shelter Grievance Ordinance. The second part contains statistical information on the denial of service hearings and arbitrations held during the 3-month period since the last report to this body.

### Part One:

The following are policies adopted by HSH and followed by shelter providers and the applicable legal requirements under the Shelter Grievance Ordinance.

Subject	HSH Policy	Law
Right to remain in shelter in NDOS cases	Clients must “immediately” request a hearing upon DOS or cannot continue receiving services during the appeals process	“If a Shelter denies Service to a Client for a Non-Immediate Denial of Service and the Client <b>timely</b> requests a Shelter Hearing, the Client shall continue to receive Service and remain in the Shelter until the current Shelter stay expires or until the Shelter issues a decision at the conclusion of a Shelter Hearing, whichever is earlier.” (SF Admin. Code 20.18-5(b); [emphasis added].)
Good Cause	Clients must provide written documentation to support Good Cause	“good cause may be shown by competent evidence” (SF Admin. Code 20.18-7.)

Evidence at Arbitrations	Clients cannot introduce new evidence at arbitrations not introduced at internal hearings.	“The arbitrator may only consider evidence offered by the Shelter that either party presented at the Shelter Hearing.” (SF Admin. Code 20.18-6(f).) [No such limitation on the client’s evidence is contained in the law.]
Case Management Warnings	Case management warnings do not expire	“Warning Notice is effective for 30 days from the date the Client receives the notice.” (SF Admin. Code 20.18-4(a)(1).) [No exception for case management warnings is contained in the law as it was in the SGP.]
Denials of Service by landlords or master tenants	A landlord or master tenant leasing to a shelter provider may deny services to a client without following the grievance process and notwithstanding an arbitration decision overturning a DOS.	“A Client who prevails at an Arbitration and who is not currently residing in a Shelter shall be entitled to the next available bed at a Shelter.” (SF Admin. Code 20.18-16(h).)

# Part Two:

## February 2023 DOS Hearings

SCA Client Type	Shelter Type	Shelter at Issue	Basis for DOS	Race	SCA Outcome	Gender	
DOS	Congregate	MSC South	threats of violence - specific	Black - African American	Second Chance	Male	
			threats of violence - specific	White - European	No Show	Male	
			threats of violence - specific	Black - African American	Second Chance	Female	
			Continuous disruptive behavior	White - European	Overtuned	Genderqueer/Gender Non-binary	
		Subtotal	4				
		Next Door	Continuous disruptive behavior			Upheld	
			threats of violence - specific			No Show	Male
			threats of violence - specific	Black - African American		No Show	Male
		Subtotal	3				
		Sanctuary	threats of violence - specific	Latino - Mexican; Latino - Other		No Show	Trans female
			Breaking 3 or more rules within 30 days			Second Chance	Male
			Breaking 3 or more rules within 30 days			Second Chance	Female
			Breaking 3 or more rules within 30 days; excessive property	White - European; White - Other		DOS withdrawn	Female
			excessive property			DOS withdrawn	
			Breaking 3 or more rules within 30 days	White - European; White - Other		Withdrawn	Female
Breaking 3 or more rules within 30 days	Latino - South American			DOS withdrawn	Male		
Breaking 3 or more rules within 30 days; excessive property	White - European			DOS withdrawn	Female		
Subtotal	8						
A Woman's Place							
Dolores Street							
Lark Inn							
Subtotal	15						
Non-Congregate	711 Post	acts of violence	White - European	Overtuned	Male		
		threats of violence - specific	Black - African American	DOS upheld w/o amend	Male		
	Subtotal	2					
	Adante Hotel	acts of violence	White - European		Overtuned	Female	
		Subtotal	1				
	Baldwin	threats of violence - specific	Black - African American; Latino - Other		No Show	Male	
			Black - African American; Black - Caribbean, Central American, South American or Mexican		Overtuned	Male	
		acts of violence			Overtuned	Male	
	Subtotal	2					
	Gotham	Destruction of property	White - European		Second Chance	Male	
	Subtotal	1					
	Hostel International Civic Center	Continuous disruptive behavior	Black - Other		No Show	Declined to State	
	Subtotal	1					
	Casa Esperanza						
	Cova Hotel						
Mission Inn							
Monarch							
Panoramic							
Subtotal	7						
Family	Compass Family Shelter	Breaking 3 or more rules within 30 days; Children unsupervised in the shelter			DOS withdrawn		
		Breaking 3 or more rules within 30 days	White - Other		Overtuned	Genderqueer/Gender Non-binary	
	Subtotal	2					
	Hamilton Family Shelter	Possession of alcohol/drugs/paraphernalia	Black - African American		Second Chance	Female	
	Subtotal	1					
	St. Joseph's	Eligibility	Asian - Chinese		Overtuned	Female	
	Subtotal	1					
	BVHM						
Harbor House							
Oasis Hotel							
PATH							
Subtotal	4						
Navigation	Bayshore	Breaking 3 or more rules within 30 days	Black - African American; Indigenous - American Indian/Native American		Upheld	Female	
		Subtotal	1				
	Bayview Navigation	acts of violence	Black - African American		No Show	Female	
		Theft			No Show	Male	
		acts of violence	White - European		DOS upheld w/o amend	Female	
		Breaking 3 or more rules within 30 days	Black - African American		No Show	Male	
		Breaking 3 or more rules within 30 days	White - Other		DOS upheld w/o amend	Male	
	Subtotal	5					
	Embarcadero	acts of violence	White - Other		No Show	Female	
		acts of violence			Second Chance		
Subtotal	2						
Taimon Booton	threats of violence - specific			No Show			
Subtotal	1						
Central Waterfront							
Division Circle							
Lower Polk TAY							
Subtotal	9						
RV/VTC	Pier 94	Destruction of property			No Show		
	Subtotal	1					
Bayview VTC							
Subtotal	1						
Safe Sleep	33 Gough	Theft			Withdrawn		
	Subtotal	1					
South Van Ness							
Subtotal	1						
Transitional Housing	5th Street						
	BVHM						
	Harbor House						
	Oasis Hotel						
	PATH						
St. Joseph's							
Subtotal	0						
Total		37					

March 2023 DOS Hearings

SCA Client Type	Shelter Type	Shelter at Issue	Basis for DOS	Race	SCA Outcome	Gender	
DOS	Congregate	MSC South	threats of violence - specific	White - European	Second Chance	Male	
		Subtotal	1				
		Next Door	Possession of weapons		No Show		
			Continuous disruptive behavior		No Show		
			acts of violence		Withdrawn		
			acts of violence	Black - African American	No Show	Female	
			acts of violence	Black - Other	Overturned	Male	
				Black - African; Black - African American; Black - Caribbean, Central American, South American or Mexican; Black - Other; Indigenous - American Indian/Native American; Indigenous - Mexico, the Caribbean, Central America or South America; Latino - Central American; Latino - Mexican			Genderqueer/Gender Non-binary
			acts of violence		No Show		
			Continuous disruptive behavior		No Show		
			Subtotal	7			
			Sanctuary	excessive property	White - European	Withdrawn	Male
			excessive property	Asian - Filipino; White - Other	DOS withdrawn	Male	
			excessive property	White - European	DOS withdrawn	Female	
			threats of violence - specific		No Show		
		Subtotal	4				
		A Woman's Place					
		Dolores Street					
		Lark Inn					
		Subtotal	12				
		Non-Congregate	711 Post	acts of violence		No Show	Male
				threats of violence - specific		No Show	Male
				threats of violence - specific	Black - African American; Black - Other	No Show	Male
			Subtotal	3			
			Baldwin	Possession of weapons	Black - African American	Second Chance	Male
				Possession of weapons	Black - African American	No Show	Male
			Subtotal	2			
			Gotham	Destruction of property	Black - Other	DOS upheld w/o amendment	Male
				Destruction of property	Black - Other	DOS upheld w/o amendment	Male
			Subtotal	2			
			Hostel International Civic Center	threats of violence - specific	Latino - Other	No Show	Male
				threats of violence - specific		No Show	
			Subtotal	2			
			The Monarch (Site 30)	48-hour Rule	Black - African American	Client withdrew	Male
			Breaking 3 or more rules within 30 days		No Show	Male	
	Subtotal	2					
	Adante						
	Casa Esperanza						
	Cova Hotel						
	Mission Inn						
	Panoramic						
	Subtotal	11					
	Family	Compass Family Shelter	Case Management Violations; Unauthorized guests	White - Other	Overturned	Genderqueer/Gender Non-binary	
			Breaking 3 or more rules within 30 days;				
			Case Management Violations	Black - African American	Second Chance	Female	
			Breaking 3 or more rules within 30 days;				
			TB clearance verification and/or immunization documents	Black - African American	Overturned	Female	
		Subtotal	3				
	Hamilton Family Shelter	Breaking 3 or more rules within 30 days	Black - African American	Overturned	Female		
	Subtotal	1					
	BVHM						
	Harbor House						
	Oasis Hotel						
	PATH						
	St. Joseph's						
	Subtotal	4					
	Navigation	Bayshore	threats of violence - specific	Indigenous - American Indian/Native American	Upheld	Male	
		Subtotal	1				
		Bayview Navigation	acts of violence	Black - African American; Indigenous - American Indian/Native American	Overturned	Male	
		Subtotal	1				
		Central Waterfront	Continuous disruptive behavior	White - European	Overturned	Male	
		Subtotal	1				
		Division Circle	Indecent exposure	Asian - Chinese	Second Chance	Male	
			Breaking 3 or more rules within 30 days;				
			Masking	Asian - Filipino; White - European	No Show	Female	
			threats of violence - specific		No Show	Male	
			acts of violence		No Show	Female	
			acts of violence		No Show	Male	
		Subtotal	5				
	Embarcadero	Continuous disruptive behavior		No Show			
		acts of violence	White - Other	Second Chance	Female		
		acts of violence	White - Other	Second Chance	Male		
		Continuous disruptive behavior		No Show	Female		
			Latino - Central American; Latino - Mexican		Male		
	Subtotal	5					
	Lower Polk TAY Navigation	threats of violence - specific		Overturned	Male		
		threats of violence - specific	Black - African American	DOS withdrawn	Male		

			Continuous disruptive behavior	Black - African American	Overtuned	Female
		Subtotal	3			
		Taimon Booton				
		Subtotal	16			
Transitional Housing	5Th Street			Indigenous - American	Issue resolved	Female
	Subtotal	1		Indian/Native American		
	1020 Haight					
	Clara House					
	G House					
	Jelani House					
		Subtotal	1			
		RV/VTC				
		Bayview VTC				
		Pier 94				
		Subtotal	0			
		Safe Sleep				
		33 Gough (Cabins)				
		South Van Ness				
		Subtotal	0			
<b>Total</b>			<b>44</b>			

April 2023 DOS Hearings

SCA Client Type	Shelter Type	Shelter at Issue	Basis for DOS	Race	SCA Outcome	Gender
DOS	Congregate	Dolores Shelter Program	acts of violence		No Show	Male
		Subtotal	1			
		Lark Inn	acts of violence	Black - African American; White - Other	Upheld	Female
		Subtotal	1			
		MSC South	Continuous disruptive behavior	Black - African American	Modified	Male
			Destruction of property	Indigenous - American Indian/Native American	No Show	Female
		Subtotal	2			
		Next Door	acts of violence	Black - African American; Black - Caribbean, Central American, South American or Mexican	Second Chance	Trans female
			acts of violence		No Show	
			acts of violence; Threats of violence - general		No Show	Male
			threats of violence - specific	Black - African American	No Show	Trans female
			Continuous disruptive behavior		No Show	Female
			acts of violence	Black - African American	Overturned	Trans female
		Subtotal	6			
		Sanctuary	acts of violence	Latino - Central American	Upheld	Male
			Breaking 3 or more rules within 30 days; Verbal Harassment	Black - Other	Second Chance	Female
		Subtotal	2			
		A Woman's Place				
		Subtotal	12			
	Non-Congregate	711 Post	Possession of weapons	White - European	Withdrawn	Trans female
			Breaking 3 or more rules within 30 days	White - European	DOS withdrawn	Female
		Subtotal	2			
		Adante Hotel	Continuous disruptive behavior	Black - African; Middle Eastern/West Asian or North African - West Asian; White - Other	Overturned	Female
			Continuous disruptive behavior	Black - African; Middle Eastern/West Asian or North African - West Asian; White - Other	Overturned	Female
		Subtotal	2			
		Baldwin	Continuous disruptive behavior	Black - African American	DOS upheld w/reduction	Male
			threats of violence - specific	Black - African American	DOS upheld w/reduction	Male
		Subtotal	2			
		Gotham	acts of violence	Latino - Other; White - Other	Upheld	Male
		Subtotal	1			
		Hostel International Civic Center	acts of violence		No Show	Male
		Subtotal	1			
		Casa Esperanza				
		Cova Hotel				
		Mission Inn				
		Monarch				
		Panoramic				
		Subtotal	8			
	Family	Compass Family Shelter	threats of violence - specific	Black - African American	Withdrawn	Female
			Continuous disruptive behavior	Black - African American	Second Chance	Female
		Subtotal	2			
		Hamilton Family Shelter	Breaking 3 or more rules within 30 days	Middle Eastern/West Asian or North African - West Asian	DOS upheld w/o amendment	Female
			Breaking 3 or more rules within 30 days	Middle Eastern/West Asian or North African - West Asian	DOS upheld w/o amendment	Female
			Breaking 3 or more rules within 30 days	Middle Eastern/West Asian or North African - West Asian	DOS upheld w/o amendment	Female
			Breaking 3 or more rules within 30 days	Middle Eastern/West Asian or North African - West Asian	DOS upheld w/o amendment	Female
			Breaking 3 or more rules within 30 days	Middle Eastern/West Asian or North African - West Asian	DOS upheld w/o amendment	Female
		Subtotal	5			
		Harbor House	acts of violence	Black - African American	Modified	Female
			Possession of alcohol/drugs/paraphernalia	Black - African American	Overturned	Female
		Subtotal	2			
		BVHM				
		Oasis Hotel				
		PATH				
		St. Joseph's				
		Subtotal	9			
	Navigation	Bayshore	acts of violence		Overturned	Male
		Subtotal	1			
		Bayview Navigation	acts of violence		No Show	Male
			Breaking 3 or more rules within 30 days; excessive property	Black - African American	Upheld	Male
			Possession of weapons		No Show	Male
					No Show	
		Subtotal	4			
		Division Circle	Breaking 3 or more rules within 30 days		No Show	Female
		Subtotal	1			
		Lower Polk TAY Navigation	Continuous disruptive behavior		No Show	Male
			acts of violence	White - European	No Show	Female
		Subtotal	2			
		Central Waterfront				
		Embarcadero				
		Taimon Booton				
		Subtotal	8			
	Transitional Housing	5Th Street	acts of violence	Black - African American	Overturned	Male
			Breaking 3 or more rules within 30 days	White - European	Second Chance	Female
			acts of violence	White - European	Overturned	Male
		Subtotal	3			
		1020 Haight				
		Clara House				
		G House				
		Jelani House				
		Subtotal	3			
	RV/VTC	Bayview VTC				
		Pier 94				
		Subtotal	0			
	Safe Sleep	33 Gough (Cabins)				
		South Van Ness				
		Subtotal	0			
		Total	40			

# February Arbitrations

Shelter	Basis for DOS	Race	DOS Arbitration Outcome	Gender
Next Door	Continuous disruptive behavior		No Show	
MSC South	acts of violence	Latino - Central American	Upheld	Male
Pier 94	acts of violence; Destruction of property	Black - African American	No Show	Female
Bayview Navigation	acts of violence	White - European	Hearing decision upheld	Female
Adante Hotel	acts of violence	White - European	Overtured	Female
Baldwin	acts of violence	Black - African American; Black - Caribbean, Central American, South American or Mexican	Overtured	Male
<b>total</b>		6		

# March Arbitrations

Shelter	Basis for DOS	Race	DOS Arbitration Outcome	Gender
Compass Family Shelter	Case Management Violations; Unauthorized guests	White - Other	Overtured	Genderqueer/Gen der Non-binary
Bayview Navigation	acts of violence	Black - African American; Indigenous - American Indian/Native American	Overtured	Male
Lower Polk TAY Navigation	threats of violence - specific		Overtured	Male
Central Waterfront	Continuous disruptive behavior	White - European	Overtured	Male
Bayshore	threats of violence - specific	Indigenous - American Indian/Native American	No Show	Male
<b>Total</b>		5		



## April Arbitrations

Shelter at Issue	Basis for DOS	Race	DOS Arbitration Outcome	Gender
5Th Street	acts of violence	Black - African American	Overturned	Male
	acts of violence	White - European	Overturned	Male
<b>Subtotal</b>	2			
711 Post	Breaking 3 or more rules within 30 days	White - European	Withdrawn	Female
<b>Subtotal</b>	1			
Compass Family Shelter	Continuous disruptive behavior	Black - African American	Second Chance	Female
<b>Subtotal</b>	1			
Gotham	acts of violence	Latino - Other; White - Othe	No Show	Male
<b>Subtotal</b>	1			
Harbor House	acts of violence	Black - African American	Modified	Female
	Possession of alcohol/drugs/paraphernalia	Black - African American	Overturned	Female
	Eligibility		Overturned	Male
<b>Subtotal</b>	3			
MSC South	Continuous disruptive behavior	Black - African American	Upheld	Male
<b>Subtotal</b>	1			
Sanctuary	acts of violence	Latino - Central American	No Show	Male
<b>Subtotal</b>	1			
<b>Total</b>	<b>10</b>			