




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING


Temporary Shelter Grievance Process

Refresh Date: **12/1/2023**


Type of Grievance Result

All 

Shelter

All 

Shelter Type

All 

ONE System Agency

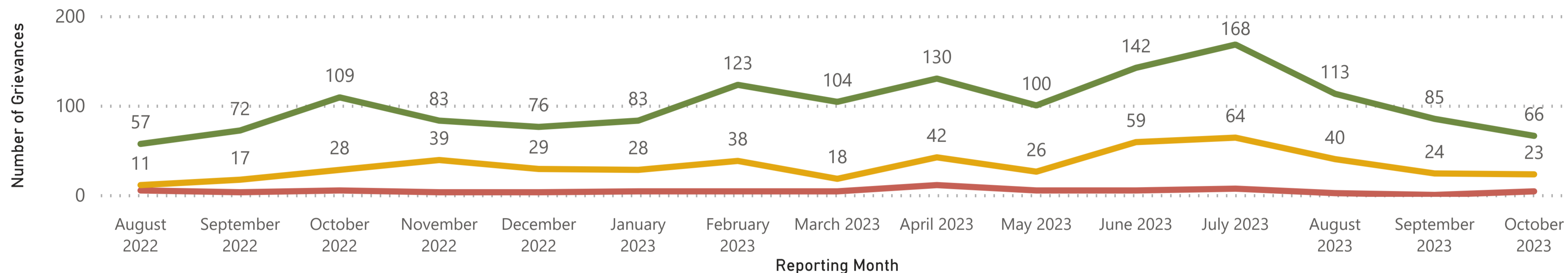
All 

Reporting Period

8/1/2022 10/31/2023

Grievance Process Metrics

Result Type ● Arbitrations ● Denials of Service ● Internal Hearings



15 Month Summary

Result Type	08/22	09/22	10/22	11/22	12/22	01/23	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23	Total
<input type="checkbox"/> Denials of Service	57	72	109	83	76	83	123	104	130	100	142	168	113	85	66	1511
<input type="checkbox"/> Issued	47	55	83	66	57	64	87	86	86	76	96	117	80	64	46	1110
<input type="checkbox"/> Appealed	10	17	26	17	19	19	36	18	44	24	46	51	33	21	20	401
<input type="checkbox"/> Internal Hearings	11	17	28	39	29	28	38	18	42	26	59	64	40	24	23	486
<input type="checkbox"/> Upheld	1	5	7	17	10	16	6	4	22	9	22	11	13	4	4	151
<input type="checkbox"/> Overturned	3	7	5	3	6	1	2	2	3	5	2	3	6	4	4	56
<input type="checkbox"/> Modified	0	2	0	0	0	0	0	1	1	0	0	1	0	0	0	5
<input type="checkbox"/> No Show	4	3	10	16	8	8	12	1	11	5	16	17	14	10	10	145
<input type="checkbox"/> 2nd Chance	3	0	6	3	4	1	8	9	4	4	13	21	7	5	5	93
<input type="checkbox"/> Withdrawn	0	0	0	0	1	2	10	1	1	3	6	11	0	1	0	36
<input type="checkbox"/> Arbitrations	5	3	5	3	3	4	4	4	11	5	5	7	2	0	4	65
<input type="checkbox"/> Upheld	1	1	2	3	1	3	2	0	4	0	3	2	0	0	2	24
<input type="checkbox"/> Overturned	0	2	0	0	2	0	1	1	4	3	0	1	2	0	0	16
<input type="checkbox"/> Modified	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	3
<input type="checkbox"/> No Show	3	0	1	0	0	1	1	1	2	1	1	0	0	0	0	11
<input type="checkbox"/> 2nd Chance	0	0	1	0	0	0	0	2	0	0	0	4	0	0	2	9
<input type="checkbox"/> Withdrawn	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	2
Total	73	92	142	125	108	115	165	126	183	131	206	239	155	109	93	2062

Grievances Policy Statistics by Shelter

View by Shelter


Shelter Type	08/22	09/22	10/22	11/22	12/22	01/23	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23
<input type="checkbox"/> Adult Shelter	11	21	20	20	28	23	22	32	20	25	38	47	34	19	2
<input type="checkbox"/> 33 Gough Cabins	1	4	0	1	0	1	1	1	0	0	0	2	0	1	0
Issued	1	4	0	1	0	1	1	1	0	0	0	2	0	1	0
<input type="checkbox"/> 711 Post	0	3	2	8	7	1	7	5	4	4	8	4	5	4	2
Issued	0	2	2	6	6	1	7	4	4	4	7	4	5	4	2
Appealed	0	1	0	2	1	0	0	1	0	0	1	0	0	0	0
<input type="checkbox"/> 835 Turk Street	1	0	0	1	2										
Issued	1	0	0	1	2										
<input type="checkbox"/> A Woman's Place	0	0	1	3	3	1	0	3	0	0	1	0	0	0	0
Issued	0	0	1	2	2	1	0	3	0	0	1	0	0	0	0
Appealed	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
<input type="checkbox"/> Adante (Site 35) Non-Congregate	6	6	9	2	6	3	6	8	0	2	6	6	14	8	0
Issued	3	6	8	1	3	2	3	4	0	1	3	3	7	4	0
Appealed	3	0	1	1	3	1	3	4	0	1	3	3	7	4	0
<input type="checkbox"/> Baldwin SAFE Navigation Center					0	1	2	2	3	6	8	12	3	6	
Issued					0	1	1	2	2	3	4	6	3	6	
Appealed					0	0	1	0	1	3	4	6	0	0	
<input type="checkbox"/> Bayshore Navigation Center	3	4	2	2	5	5	2	3	3	5	1	7	4		
Issued	3	3	2	2	5	4	1	2	2	3	1	7	4		
Appealed	0	1	0	0	0	1	1	1	1	2	0	0	0		
<input type="checkbox"/> Bayview SAFE Navigation Center	0	4	6	3	5	11	4	10	10	8	13	16	8		
Issued	0	2	3	2	3	7	3	9	7	6	7	12	5		
Appealed	0	2	3	1	2	4	1	1	3	2	6	4	3		
<input type="checkbox"/> Bayview Vehicle Triage Center	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Issued	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Total	11	21	20	20	28	23	22	32	20	25	38	47	34	19	2

Result Type

Denials of Service

Reporting Period

8/1/2022 10/31/2023



Shelter Type

Adult Shelter

ONE System Agency

All

Grievances Policy Statistics by Shelter

View by Shelter

Shelter Type	08/22	09/22	10/22	11/22	12/22	01/23	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23
<input type="checkbox"/> Adult Shelter	3	5	34	9	4	11	28	29	26	12	34	27	24	27	25
<input type="checkbox"/> Casa Esperanza				2	0	0	0	0	0	0	0				
Issued				1	0	0	0	0	0	0	0				
Appealed				1	0	0	0	0	0	0	0				
<input type="checkbox"/> Central Waterfront Navigation Center	0	2	1	1	1	0	3	2	1	1	2	3	6	3	5
Issued	0	2	1	1	1	0	2	2	1	1	2	3	6	3	3
Appealed	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2
<input type="checkbox"/> Division Circle Navigation Center	2	2	12	5	2	4	10	9	5	7	14	7		10	8
Issued	2	2	9	5	2	2	8	8	4	5	8	5		6	5
Appealed	0	0	3	0	0	2	2	1	1	2	6	2		4	3
<input type="checkbox"/> Dolores Street	0	0	4	1	0	2	0	5	6	0	3	0	4	1	1
Issued	0	0	2	1	0	2	0	4	4	0	2	0	2	1	1
Appealed	0	0	2	0	0	0	0	1	2	0	1	0	2	0	0
<input type="checkbox"/> Embarcadero SAFE Navigation Center	1	0	12			3	11	4	2	4	10	14	12	13	11
Issued	1	0	6			3	11	4	1	2	5	7	8	8	7
Appealed	0	0	6			0	0	0	1	2	5	7	4	5	4
<input type="checkbox"/> HI San Francisco City Center (Site 34)	0	1	5	0	0	1	3	8	10	0	5	3	2		
Issued	0	1	5	0	0	1	3	4	5	0	5	3	2		
Appealed	0	0	0	0	0	0	0	4	5	0	0	0	0		
<input type="checkbox"/> Hospitality House				0	1	0	1	0	2	0	0	0	0	0	0
Issued				0	1	0	1	0	1	0	0	0	0	0	0
Appealed				0	0	0	0	0	1	0	0	0	0	0	0
<input type="checkbox"/> Interfaith Winter Shelter						1									
Issued						1									
<input type="checkbox"/> Kinney Hotel Emergency Stabilization	0	0	0	0	0	0	0	1	0	0	0	0			
Issued	0	0	0	0	0	0	0	1	0	0	0	0			
Total	3	5	34	9	4	11	28	29	26	12	34	27	24	27	25

Grievances Policy Statistics by Shelter

View by Shelter


Shelter Type	08/22	09/22	10/22	11/22	12/22	01/23	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23
<input checked="" type="checkbox"/> Adult Shelter	16	18	28	47	26	42	64	25	42	41	32	53	39	26	29
<input checked="" type="checkbox"/> Mission Inn				0	1	0	0	0	0	0	0	6	0	0	0
Issued				0	1	0	0	0	0	0	0	4	0	0	0
Appealed				0	0	0	0	0	0	0	0	2	0	0	0
<input checked="" type="checkbox"/> MSC South	6	3	6	15	13	13	21	7	8	18	8	7	6	11	
Issued	5	3	3	11	10	9	15	6	7	16	6	6	5	9	
Appealed	1	0	3	4	3	4	6	1	1	2	2	1	1	2	
<input checked="" type="checkbox"/> Next Door	7	3	8	15	6	13	8	13	26	14	19	33	25	13	16
Issued	7	3	8	13	5	11	6	13	17	14	12	21	15	9	11
Appealed	0	0	0	2	1	2	2	0	9	0	7	12	10	4	5
<input checked="" type="checkbox"/> Sanctuary						7	28	4	7						5
Issued						5	14	4	5						5
Appealed						2	14	0	2						0
<input checked="" type="checkbox"/> South Van Ness Safe Sleep	2	2	10	4		4	2	1	0	0		0	0	0	
Issued	1	2	10	4		4	1	1	0	0		0	0	0	
Appealed	1	0	0	0		0	1	0	0	0		0	0	0	
<input checked="" type="checkbox"/> Taimon Booton Navigation Center		10	4	5	6	4	2	0	1	2	4	6	6		
Issued		5	3	3	3	2	1	0	1	1	2	3	3		
Appealed		5	1	2	3	2	1	0	0	1	2	3	3		
<input checked="" type="checkbox"/> The Monarch (30)	0	0	0	6	0	1	1	0	0	4	1	1	2	2	8
Issued	0	0	0	5	0	1	1	0	0	2	1	1	2	2	4
Appealed	0	0	0	1	0	0	0	0	0	2	0	0	0	0	4
<input checked="" type="checkbox"/> UCHS Pier 94 Backlands	1			2			2			3					
Issued	1			1			1			3					
Appealed	0			1			1			0					
Total	16	18	28	47	26	42	64	25	42	41	32	53	39	26	29

Result Type

Denials of Service

Reporting Period

8/1/2022 10/31/2023



Shelter Type

Adult Shelter

ONE System Agency

All

Result Type

Denials of Service ▼

Reporting Period

8/1/2022 10/31/2023



Shelter Type

Multiple selections ▼

ONE System Agency

All ▼

View by Shelter

Shelter Type	08/22	09/22	10/22	12/22
<input type="checkbox"/> Adult Shelter	6	6	1	0
<input type="checkbox"/> Whitcomb (10)	6	6	1	0
Issued	3	3	1	0
Appealed	3	3	0	0
Total	6	6	1	0

Grievances Policy Statistics by Shelter

View by Shelter

Shelter Type	08/22	09/22	10/22	11/22	12/22	01/23	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23
Family Shelter	13	10	6	2	3	3	1	10	24	5	22	27	7	8	2
Buena Vista Horace Mann	0	2	0	0	0	0	0	0	0	0	0	2	1	0	0
Issued	0	2	0	0	0	0	0	0	0	0	0	1	1	0	0
Appealed	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Compass Family Shelter	4	2	6	0	1	3	1	6	4	2	0	0			0
Issued	4	2	3	0	1	3	1	3	2	1	0	0			0
Appealed	0	0	3	0	0	0	0	3	2	1	0	0			0
Hamilton Family Emergency Shelter	2							1	4	3	13	10	1	2	
Issued	2							1	2	2	12	10	1	2	
Appealed	0							0	2	1	1	0	0	0	
Hamilton Family Residence	3								10	0	7	12	0	0	
Issued	3								5	0	4	6	0	0	
Appealed	0								5	0	3	6	0	0	
Hamilton Transitional Housing	2	6	0	0	2	0	0	0	0	0	0	1	0	2	0
Issued	1	3	0	0	2	0	0	0	0	0	0	1	0	1	0
Appealed	1	3	0	0	0	0	0	0	0	0	0	0	0	1	0
Harbor House	0	0	0	0	0	0	0	0	6	0	0	0	2	3	1
Issued	0	0	0	0	0	0	0	0	3	0	0	0	1	2	1
Appealed	0	0	0	0	0	0	0	0	3	0	0	0	1	1	0
Jelani House	0	0	0	0	0	0	0	1	0	0	2	2	3	0	0
Issued	0	0	0	0	0	0	0	1	0	0	2	1	3	0	0
Appealed	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
PATH	2	0	0	2	0	0	0	2	0	0	0	0	0	1	1
Issued	2	0	0	2	0	0	0	2	0	0	0	0	0	1	1
Total	13	10	6	2	3	3	1	10	24	5	22	27	7	8	2

Result Type
Denials of Service

Reporting Period
8/1/2022 10/31/2023

Shelter Type
Family Shelter

ONE System Agency
All

Grievances Policy Statistics by Shelter

View by Shelter


Shelter Type	08/22	09/22	10/22	11/22	12/22	01/23	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23
<input type="checkbox"/> Family Shelter	2	4	0	0		0	2	1	0	0		0	0		
<input type="checkbox"/> Providence Family Services Center (Oasis)						0	0	1					0		
Issued						0	0	1					0		
<input type="checkbox"/> St. Joseph's Family Center	2	4	0	0		0	2	0	0	0		0	0		
Issued	1	4	0	0		0	1	0	0	0		0	0		
Appealed	1	0	0	0		0	1	0	0	0		0	0		
<input type="checkbox"/> TAY Shelter	3	8	18	4	15	3	6	7	18	13	16	6	6	5	8
<input type="checkbox"/> Lark Inn	1	1	1	1	6	0	0	4	6	1	2	2	4	5	6
Issued	1	1	1	1	4	0	0	4	6	1	2	2	3	5	4
Appealed	0	0	0	0	2	0	0	0	0	0	0	0	1	0	2
<input type="checkbox"/> Lower Polk TAY Navigation Center	2	5	17	3	7	3	5	3	6	12	10	3		0	1
Issued	2	4	14	2	4	2	4	2	3	8	6	3		0	1
Appealed	0	1	3	1	3	1	1	1	3	4	4	0		0	0
<input type="checkbox"/> Transition Housing at 1020 Haight	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0
Issued	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0
<input type="checkbox"/> Transitional Housing at 5th and Harrison	0	2	0	0	0	0	1		4	0	3	1		0	0
Issued	0	1	0	0	0	0	1		2	0	2	1		0	0
Appealed	0	1	0	0	0	0	0		2	0	1	0		0	0
<input type="checkbox"/> Transitional Housing at Assisted Care	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Issued	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
<input type="checkbox"/> Transitional Housing at G-House	0	0	0	0	1	0	0	0	0	0	1	0	2		1
Issued	0	0	0	0	1	0	0	0	0	0	1	0	2		1
Total	5	12	18	4	15	3	8	8	18	13	16	6	6	5	8

Result Type

Denials of Service

Reporting Period

8/1/2022 10/31/2023



Shelter Type

Multiple selections

ONE System Agency

All