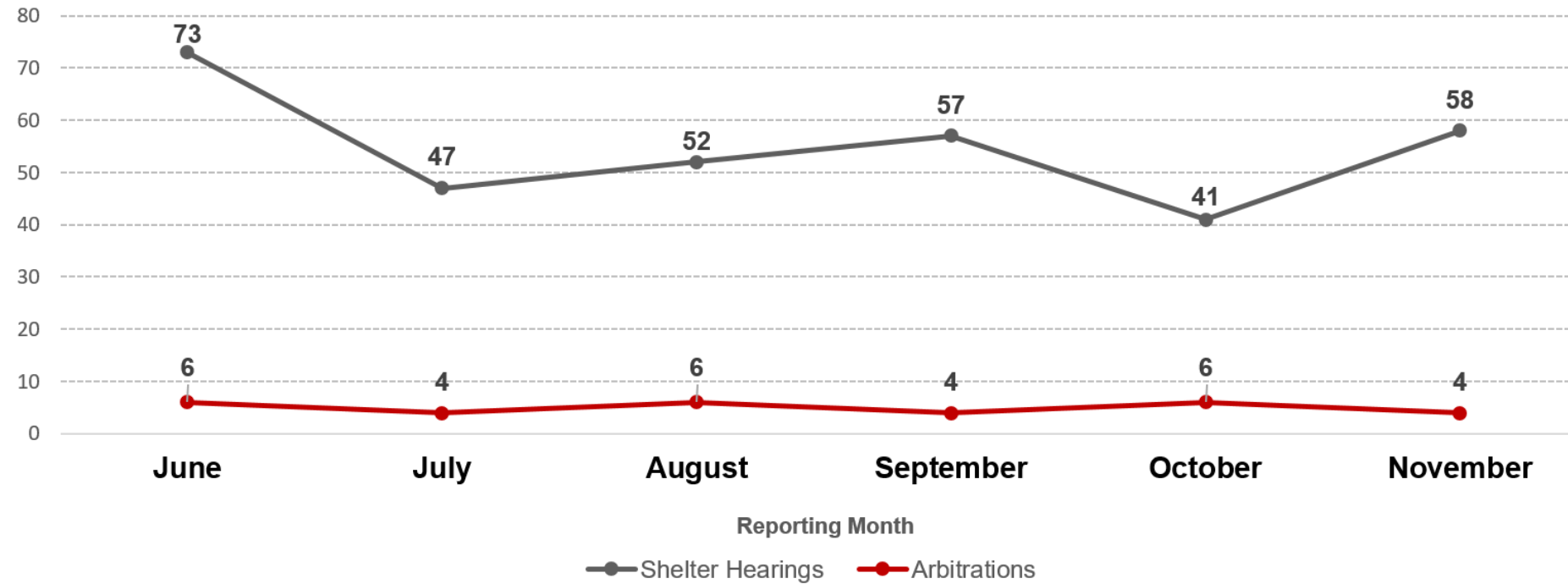


Shelter Client Advocate Arbitration and Hearing Report

December 14th, 2023

Hearing & Arbitration Metrics



Notes:

We did not include November 2023 outcome data because the reporting period had not concluded at the time this document was generated. We will include it in the next quarterly report.

Members of the committee have previously requested data on the racial characteristics of the Advocates' hearing and arbitration clients. That information is available. However, it was not included in this report due to the reporting period having not concluded, and because we are reformatting this report to better illustrate that information. We will include it in the next quarterly report, or send it upon request to members who wish to have it before then.

There is data missing in our August, September and October outcome fields. This is a personnel issue we are addressing internally, and will have those data points included here next quarter.

	June	July	August	September	October	November
Total Hearings	73	47	52	57	41	58
Outcomes						
Upheld	13	6	5	9	5	*
Modified	0	2	0	1	2	*
No Show	28	15	21	20	11	*
Second Chance	14	15	6	10	3	*
Overtured	10	4	12	5	11	*
Withdrawn	8	5	3	1	1	*
No Data	0	0	5	11	8	58
Total Arbitrations	6	4	6	4	6	4
Outcomes						
Upheld	0	1	0	0	1	0
Modified	0	0	1	1	0	1
No Show	0	1	0	0	1	1
Second Chance	0	1	2	2	1	1
Overtured	3	1	3	1	2	1
Withdrawn	1	0	0	0	0	0
Settled Before Arbitration	2	0	0	0	0	1
No Data	0	0	0	0	1	0