



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING


Temporary Shelter Grievance Process

Refresh Date: **5/24/2024**


Type of Grievance Result

All 

Shelter

All 

Shelter Type

All 

ONE System Agency

All 

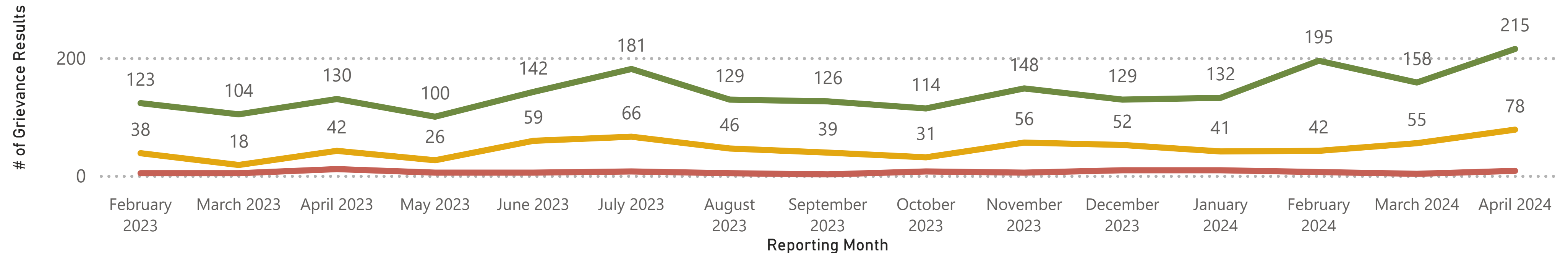
Reporting Period

First Day of Reporting Month

2/1/2023 4/30/2024

Grievance Process Metrics

Result Type ● Arbitrations ● Denials of Service ● Internal Hearings



15 Month Summary

Result Type	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23	11/23	12/23	01/24	02/24	03/24	04/24	Total
<input type="checkbox"/> Denials of Service	123	104	130	100	142	181	129	126	114	148	129	132	195	158	215	2,126
<input type="checkbox"/> Issued	87	86	86	76	96	128	90	90	84	109	102	102	161	125	149	1,571
<input type="checkbox"/> Appealed	36	18	44	24	46	53	39	36	30	39	27	30	34	33	66	555
<input type="checkbox"/> Internal Hearings	38	18	42	26	59	66	46	39	31	56	52	41	42	55	78	689
<input type="checkbox"/> Upheld	6	4	22	9	22	11	15	8	5	20	23	10	11	18	18	202
<input type="checkbox"/> Overturned	2	2	3	5	2	3	6	6	4	9	2	3	9	5	3	64
<input type="checkbox"/> Modified	0	1	1	0	0	1	0	0	1	1	0	1	0	0	0	6
<input type="checkbox"/> No Show	12	1	11	5	16	17	16	15	15	14	16	19	11	24	29	221
<input type="checkbox"/> 2nd Chance	8	9	4	4	13	23	8	8	6	9	11	6	8	6	26	149
<input type="checkbox"/> Withdrawn	10	1	1	3	6	11	1	2	0	3	0	2	3	2	2	47
<input type="checkbox"/> Arbitrations	4	4	11	5	5	7	4	2	7	5	9	9	6	3	8	89
<input type="checkbox"/> Upheld	2	0	4	0	3	2	0	0	4	0	3	4	2	2	2	28
<input type="checkbox"/> Overturned	1	1	4	3	0	1	2	0	0	3	4	2	1	0	0	22
<input type="checkbox"/> Modified	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	2
<input type="checkbox"/> No Show	1	1	2	1	1	0	2	1	1	0	1	3	2	0	2	18
<input type="checkbox"/> 2nd Chance	0	2	0	0	0	4	0	0	2	1	1	0	1	1	4	16
<input type="checkbox"/> Withdrawn	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	3
Total	165	126	183	131	206	254	179	167	152	209	190	182	243	216	301	2,904

Grievances Policy Statistics by Shelter

Result Type

Denials of Service ▼

Reporting Period

First Day of Reporting Month

2/1/2023 4/30/2024



Shelter Type

Adult Shelter ▼

ONE System Agency

All ▼

View by Shelter

Shelter Type	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23	11/23	12/23	01/24	02/24	03/24	04/24
<input type="checkbox"/> Adult Shelter	22	32	20	25	38	47	34	35	22	33	29	38	43	27	82
<input type="checkbox"/> 33 Gough Cabins	1	1	0	0	0	2	0	1	0	0	0	2	0	0	0
Issued	1	1	0	0	0	2	0	1	0	0	0	2	0	0	0
<input type="checkbox"/> 711 Post	7	5	4	4	8	4	5	4	2	2	5	8	6	5	11
Issued	7	4	4	4	7	4	5	4	2	2	4	8	6	5	10
Appealed	0	1	0	0	1	0	0	0	0	0	1	0	0	0	1
<input type="checkbox"/> A Woman's Place	0	3	0	0	1	0	0	0	0	1	0	3	3	2	1
Issued	0	3	0	0	1	0	0	0	0	1	0	3	2	1	1
Appealed	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0
<input type="checkbox"/> Adante (Site 35) Non-Congregate	6	8	0	2	6	6	14	8	0	0	0	2	3	3	0
Issued	3	4	0	1	3	3	7	4	0	0	0	2	3	3	0
Appealed	3	4	0	1	3	3	7	4	0	0	0	0	0	0	0
<input type="checkbox"/> Baldwin SAFE Navigation Center	2	2	3	6	8	12	3	6	5	10	7	8	10	13	46
Issued	1	2	2	3	4	6	3	6	5	5	7	4	5	8	24
Appealed	1	0	1	3	4	6	0	0	0	5	0	4	5	5	22
<input type="checkbox"/> Bayshore Navigation Center	2	3	3	5	1	7	4	1	5	12	6	2	2	4	7
Issued	1	2	2	3	1	7	4	1	5	11	6	2	2	4	7
Appealed	1	1	1	2	0	0	0	0	0	1	0	0	0	0	0
<input type="checkbox"/> Bayview SAFE Navigation Center	4	10	10	8	13	16	8	15	10	8	11	13	19		17
Issued	3	9	7	6	7	12	5	9	6	5	7	8	11		11
Appealed	1	1	3	2	6	4	3	6	4	3	4	5	8		6
<input type="checkbox"/> Bayview Vehicle Triage Center	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
Total	22	32	20	25	38	47	34	35	22	33	29	38	43	27	82

Grievances Policy Statistics by Shelter

Result Type

Denials of Service ▼

Reporting Period

First Day of Reporting Month

2/1/2023

4/30/2024

Shelter Type

Adult Shelter ▼

ONE System Agency

All ▼

View by Shelter

Shelter Type	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23	11/23	12/23	01/24	02/24	03/24	04/24
<input type="checkbox"/> Adult Shelter	28	28	26	16	34	35	29	32	26	36	33	34	24	41	25
<input type="checkbox"/> Central Waterfront Navigation Center	3	2	1	1	2	3	6	3	5	2	3	1	4		4
Issued	2	2	1	1	2	3	6	3	3	1	3	1	3		3
Appealed	1	0	0	0	0	0	0	0	2	1	0	0	1		1
<input type="checkbox"/> Cova (Site 38) Non-Congregate	0	0	0	4		8	3	1	0	2	3	16	11	2	4
Issued	0	0	0	3		5	2	1	0	2	2	14	10	2	3
Appealed	0	0	0	1		3	1	0	0	0	1	2	1	0	1
<input type="checkbox"/> Division Circle Navigation Center	10	9	5	7	14	7	2	10	8	12	12	8	6	4	8
Issued	8	8	4	5	8	5	2	6	5	7	7	5	5	3	5
Appealed	2	1	1	2	6	2	0	4	3	5	5	3	1	1	3
<input type="checkbox"/> Dolores Street	0	5	6	0	3	0	4	1	1	2	2	4			1
Issued	0	4	4	0	2	0	2	1	1	1	2	3			1
Appealed	0	1	2	0	1	0	2	0	0	1	0	1			0
<input type="checkbox"/> Embarcadero SAFE Navigation Center	11	4	2	4	10	14	12	13	11	15	10	4		32	6
Issued	11	4	1	2	5	7	8	8	7	11	8	3		25	4
Appealed	0	0	1	2	5	7	4	5	4	4	2	1		7	2
<input type="checkbox"/> HI San Francisco City Center (Site 34)	3	8	10	0	5	3	2	2	1	2	1	1	3	2	1
Issued	3	4	5	0	5	3	2	2	1	2	1	1	3	2	1
Appealed	0	4	5	0	0	0	0	0	0	0	0	0	0	0	0
<input type="checkbox"/> Hospitality House	1	0	2	0	0	0	0	2	0	1	2	0	0	1	1
Issued	1	0	1	0	0	0	0	1	0	1	1	0	0	1	1
Appealed	0	0	1	0	0	0	0	1	0	0	1	0	0	0	0
Total	28	28	26	16	34	35	29	32	26	36	33	34	24	41	25

Grievances Policy Statistics by Shelter

Result Type

Denials of Service ▼

Reporting Period

First Day of Reporting Month

2/1/2023

4/30/2024

Shelter Type

Adult Shelter ▼

ONE System Agency

All ▼

View by Shelter

Shelter Type	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23	11/23	12/23	01/24	02/24	03/24	04/24
<input type="checkbox"/> Adult Shelter	59	26	41	32	27	59	37	39	45	23	37	42	50	60	58
<input type="checkbox"/> Interfaith Winter Shelter										0	3	1	2		
Issued										0	3	1	2		
<input type="checkbox"/> Kinney Hotel Emergency Stabilization	0	1	0	0	0	0	2	0	0	3	0	2	1	0	0
Issued	0	1	0	0	0	0	2	0	0	3	0	2	1	0	0
<input type="checkbox"/> Mission Cabins															3
Issued															2
Appealed															1
<input type="checkbox"/> Mission Inn	0	0	0	0	0	6	0	0	0	0	2	0	6	0	12
Issued	0	0	0	0	0	4	0	0	0	0	1	0	3	0	6
Appealed	0	0	0	0	0	2	0	0	0	0	1	0	3	0	6
<input type="checkbox"/> MSC South	21	7	8	18	8	7	6	11	8	6	10	16	20	25	17
Issued	15	6	7	16	6	6	5	9	6	6	9	9	20	21	13
Appealed	6	1	1	2	2	1	1	2	2	0	1	7	0	4	4
<input type="checkbox"/> Next Door	8	13	26	14	19	33	25	13	32	11	13	16	13	21	15
Issued	6	13	17	14	12	21	15	9	24	10	12	14	11	16	14
Appealed	2	0	9	0	7	12	10	4	8	1	1	2	2	5	1
<input type="checkbox"/> Sanctuary	28	4	7			13	4	15	5	3	9	7	8	14	11
Issued	14	4	5			11	2	9	5	3	9	7	8	12	11
Appealed	14	0	2			2	2	6	0	0	0	0	0	2	0
<input type="checkbox"/> South Van Ness Safe Sleep	2	1	0	0	0	0	0	0	0	0	0				
Issued	1	1	0	0	0	0	0	0	0	0	0				
Appealed	1	0	0	0	0	0	0	0	0	0	0				
Total	59	26	41	32	27	59	37	39	45	23	37	42	50	60	58

Grievances Policy Statistics by Shelter

Result Type

Denials of Service ▼

Reporting Period

First Day of Reporting Month

2/1/2023

4/30/2024

Shelter Type

Adult Shelter ▼

ONE System Agency

All ▼

View by Shelter

Shelter Type	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23	11/23	12/23	01/24	02/24	03/24	04/24
<input type="checkbox"/> Adult Shelter	5	0	1	9	5	7	12	6	10	24	1	9	2	1	9
<input type="checkbox"/> Taimon Booton Navigation Center	2	0	1	2	4	6	10	4	2	15	0	6	2		
Issued	1	0	1	1	2	3	5	2	1	10	0	3	1		
Appealed	1	0	0	1	2	3	5	2	1	5	0	3	1		
<input type="checkbox"/> The Monarch (30)	1	0	0	4	1	1	2	2	8	9	1	3	0	1	9
Issued	1	0	0	2	1	1	2	2	4	5	1	3	0	1	6
Appealed	0	0	0	2	0	0	0	0	4	4	0	0	0	0	3
<input type="checkbox"/> UCHS Pier 94 Backlands	2	0	0	3	0	0	0	0	0	0	0				
Issued	1	0	0	3	0	0	0	0	0	0	0				
Appealed	1	0	0	0	0	0	0	0	0	0	0				
Total	5	0	1	9	5	7	12	6	10	24	1	9	2	1	9

Grievances Policy Statistics by Shelter

Result Type

Denials of Service ▼

Reporting Period

First Day of Reporting Month

2/1/2023

4/30/2024

Shelter Type

TAY Shelter ▼

ONE System Agency

All ▼

View by Shelter

Shelter Type	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23	11/23	12/23	01/24	02/24	03/24	04/24
<input type="checkbox"/> TAY Shelter	6	7	18	13	16	6	10	5	8	25	13	6	60	20	24
<input type="checkbox"/> Lark Inn	0	4	6	1	2	2	4	5	6	3	1	3	46	4	9
Issued	0	4	6	1	2	2	3	5	4	3	1	3	43	4	5
Appealed	0	0	0	0	0	0	1	0	2	0	0	0	3	0	4
<input type="checkbox"/> Lower Polk TAY Navigation Center	5	3	6	12	10	3	4	0	1	22	12	0	12	15	9
Issued	4	2	3	8	6	3	2	0	1	15	7	0	8	9	5
Appealed	1	1	3	4	4	0	2	0	0	7	5	0	4	6	4
<input type="checkbox"/> Routz/Aarti Transitional Housing	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
Issued	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
<input type="checkbox"/> Transition Housing at 1020 Haight	0	0	2	0	0	0	0	0	0	0	0	2	0	0	4
Issued	0	0	2	0	0	0	0	0	0	0	0	1	0	0	2
Appealed	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2
<input type="checkbox"/> Transitional Housing at 5th and Harrison	1	0	4	0	3	1	0	0	0	0	0	0	0	0	0
Issued	1	0	2	0	2	1	0	0	0	0	0	0	0	0	0
Appealed	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0
<input type="checkbox"/> Transitional Housing at Castro Youth Housing Initiative	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Issued	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
<input type="checkbox"/> Transitional Housing at G-House	0	0	0	0	1	0	2	0	1	0	0	0	1	0	0
Issued	0	0	0	0	1	0	2	0	1	0	0	0	1	0	0
Total	6	7	18	13	16	6	10	5	8	25	13	6	60	20	24

Grievances Policy Statistics by Shelter

Result Type

Denials of Service ▼

Reporting Period

First Day of Reporting Month

2/1/2023

4/30/2024

Shelter Type

Family Shelter ▼

ONE System Agency

All ▼

View by Shelter

Shelter Type	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23	11/23	12/23	01/24	02/24	03/24	04/24
Family Shelter	1	10	24	5	22	27	7	8	2	7	14	3	16	9	17
Buena Vista Horace Mann	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0
Issued	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0
Appealed	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Compass Family Shelter	1	6	4	2	0	0	0	0	0	3	8	2	4	0	4
Issued	1	3	2	1	0	0	0	0	0	2	4	1	2	0	2
Appealed	0	3	2	1	0	0	0	0	0	1	4	1	2	0	2
Hamilton Family Emergency Shelter		1	4	3	13	10	1	2			4	1	6	3	3
Issued		1	2	2	12	10	1	2			3	1	5	3	3
Appealed		0	2	1	1	0	0	0			1	0	1	0	0
Hamilton Family Residence			10	0	7	12		0			1	0	4	1	4
Issued			5	0	4	6		0			1	0	4	1	4
Appealed			5	0	3	6		0			0	0	0	0	0
Hamilton Transitional Housing	0	0	0	0	0	1	0	2	0	0	0	0	0	0	0
Issued	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0
Appealed	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Harbor House	0	0	6	0	0	0	2	3	1	1	0	0	0	0	1
Issued	0	0	3	0	0	0	1	2	1	1	0	0	0	0	1
Appealed	0	0	3	0	0	0	1	1	0	0	0	0	0	0	0
Jelani House	0	1	0	0	2	2	3	0	0	2	1	0	2	4	6
Issued	0	1	0	0	2	1	3	0	0	1	1	0	1	2	3
Appealed	0	0	0	0	0	1	0	0	0	1	0	0	1	2	3
PATH	0	2	0	0	0	0	0	1	1	1	0	0	0	0	0
Issued	0	2	0	0	0	0	0	1	1	1	0	0	0	0	0
Total	1	10	24	5	22	27	7	8	2	7	14	3	16	9	17

Grievances Policy Statistics by Shelter

Result Type

Denials of Service ▼

Reporting Period

First Day of Reporting Month

2/1/2023

4/30/2024

Shelter Type

Family Shelter ▼

ONE System Agency

All ▼

View by Shelter

Shelter Type	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23	11/23	12/23	01/24	02/24	03/24	04/24
<input type="checkbox"/> Family Shelter	2	1	0	0	0	0	0	1	1	0	2	0	0	0	0
<input type="checkbox"/> Providence Family Services Center (Oasis)	0	1	0	0	0	0	0	0	1	0	2	0	0		
Issued	0	1	0	0	0	0	0	0	1	0	2	0	0		
<input type="checkbox"/> St. Joseph's Family Center	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Issued	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Appealed	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	2	1	0	0	0	0	0	1	1	0	2	0	0	0	0