



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

## **Temporary Shelter Grievance Process**

Data Through: **July 2020**

Metric ▼

All ▼

Shelter

All ▼

Shelter Type

All ▼

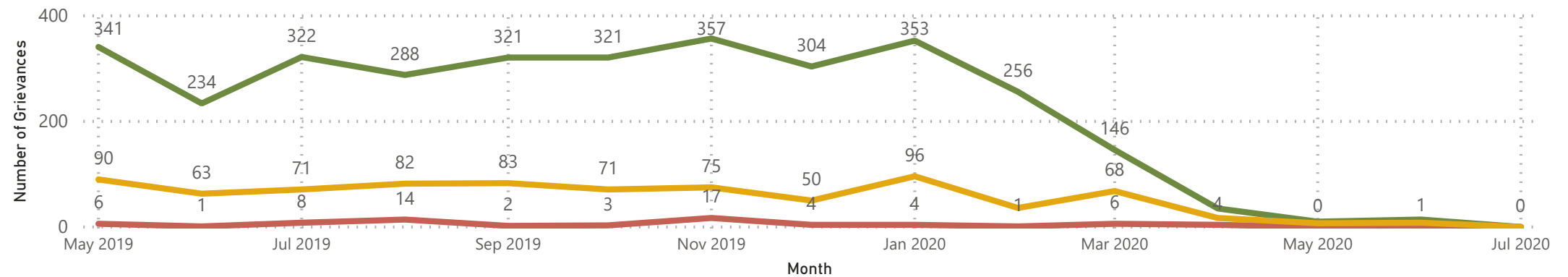
Reporting Period

5/1/2019 7/1/2020

**Note:** Grievance data from Star Family Shelter is missing from 10/19 due to its closure in early October. Grievance data is also missing from Dolores Street for February 2020, Providence Family for March 2020. Fewer submissions after March 2020 as sites were repurposed for COVID-19 response.

## Grievance Process Metrics

Result Type ● Arbitrations ● Denials of Service ● Internal Hearings



## 15 Month Summary

Result Type	05/19	06/19	07/19	08/19	09/19	10/19	11/19	12/19	01/20	02/20	03/20	04/20	05/20	06/20	07/20	Total
<b>Arbitrations</b>	6	1	8	14	2	3	17	4	4	1	6	4	0	1	0	71
Withdrawn: Arbitration Results	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	2
Upheld: Arbitration Results	3	1	0	2	0	0	0	1	1	0	6	3	0	0	0	17
Overturned: Arbitration Results	0	0	7	3	0	2	0	1	0	0	0	1	0	0	0	14
No Show: Arbitration Results	3	0	0	1	1	1	16	2	1	0	0	0	0	1	0	26
Modified: Arbitration Results	0	0	1	6	1	0	1	0	1	0	0	0	0	0	0	10
2nd Chance: Arbitration Results	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
<b>Denials of Service</b>	341	234	322	288	321	321	357	304	353	256	146	35	10	14	0	3302
# of DOS's Issued: Denials of Service Issued	341	234	322	288	321	321	357	304	353	256	146	35	10	14	0	3302
<b>Internal Hearings</b>	90	63	71	82	83	71	75	50	96	36	68	17	7	8	0	817
Withdrawn: Internal Hearings Results	9	2	1	6	4	2	7	8	6	1	3	2	3	0	0	54
Upheld: Internal Hearings Results	12	9	18	18	9	6	13	8	14	13	42	11	1	1	0	175
Overturned: Internal Hearings Results	14	7	14	11	7	9	10	0	6	4	2	0	0	0	0	84
No Show: Internal Hearings Results	25	24	6	20	28	19	16	14	38	12	6	0	3	4	0	215
Modified: Internal Hearings Results	5	3	4	11	5	5	7	3	6	2	3	1	0	0	0	55
2nd Chance: Internal Hearings Results	25	18	28	16	30	30	22	17	26	4	12	3	0	3	0	234
<b>Total</b>	437	298	401	384	406	395	449	358	453	293	220	56	17	23	0	4190

# Grievances Policy Statistics by Shelter

Metric ▼

Denials of Service ▼

Reporting Period

5/1/2019 7/1/2020

**Note:** Grievance data from Star Family Shelter is missing from 10/19 due to its closure in early October. Grievance data is also missing from Dolores Street for February 2020, Providence Family for March 2020. Fewer submissions after March 2020 as sites were repurposed for COVID-19 response.

## View by Shelter

Shelter	05/19	06/19	07/19	08/19	09/19	10/19	11/19	12/19	01/20	02/20	03/20	04/20	05/20	06/20	07/20	Total
<b>Adult Shelter</b>	<b>311</b>	<b>223</b>	<b>304</b>	<b>257</b>	<b>306</b>	<b>304</b>	<b>340</b>	<b>290</b>	<b>334</b>	<b>244</b>	<b>135</b>	<b>29</b>	<b>5</b>	<b>12</b>	<b>0</b>	<b>3094</b>
<input type="checkbox"/> A Woman's Place	3	3	0	4	1	2	5	2	1	0	0	0	0			21
<input type="checkbox"/> Bethel A.M.E.	2	3	1	1	1	4	3	3	1	1	0	2				22
<input type="checkbox"/> Dolores Street	34	46	44	39	41	34	31	40	40		29	6	1	5		390
<input type="checkbox"/> Hospitality House	4	9	5	14	4	6	4	3	10	7	3	1	0			70
<input type="checkbox"/> Lark Inn	20	16	20	13	28	23	22	9	21	5	1	0	0			178
<input type="checkbox"/> MSC South	108	87	91	64	96	93	94	86	113	95						927
<input type="checkbox"/> Next Door	84	13	83	69	80	87	124	94	76	86	49	4				849
<input type="checkbox"/> Providence	1	3	0	13	12	20	21	15	10	10	5					110
<input type="checkbox"/> Sanctuary	55	43	60	40	43	35	36	38	62	40	48	16	4	7	0	527
<b>Family Shelter</b>	<b>30</b>	<b>11</b>	<b>18</b>	<b>31</b>	<b>15</b>	<b>17</b>	<b>17</b>	<b>14</b>	<b>19</b>	<b>12</b>	<b>11</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>208</b>
<input type="checkbox"/> Compass Family Shelter	5	1	0	0	1	1	0	0	0	0	0	0	0	1	0	9
<input type="checkbox"/> First Friendship	0	0	0	0	0	1	1	0	0	0	0	0				2
<input type="checkbox"/> Hamilton Family Emergency Center	9	1	3	4	3	5	10	0	11	3	7	3	2	0	0	61
<input type="checkbox"/> Hamilton Family Residence	14	4	7	18	8	9	4	4	4	1	4	2	1	1	0	81
<input type="checkbox"/> Harbor House	1	5	7	8	1	0	0	8	4	1	0	0	0	0	0	35
<input type="checkbox"/> Providence Family	0	0	0	0	0	0	0	0	0	0		1				1
<input type="checkbox"/> St. Joseph's Family Center	1	0	1	1	2	1	2	2	0	7	0	0	2			19
<input type="checkbox"/> Star Family Shelter	0	0	0	0	0											0
<b>Total</b>	<b>341</b>	<b>234</b>	<b>322</b>	<b>288</b>	<b>321</b>	<b>321</b>	<b>357</b>	<b>304</b>	<b>353</b>	<b>256</b>	<b>146</b>	<b>35</b>	<b>10</b>	<b>14</b>	<b>0</b>	<b>3302</b>