





DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

## **Temporary Shelter Grievance Process**

Data Through: **October 2021**

Metric 

All 

Shelter 

All

Shelter Type 

All

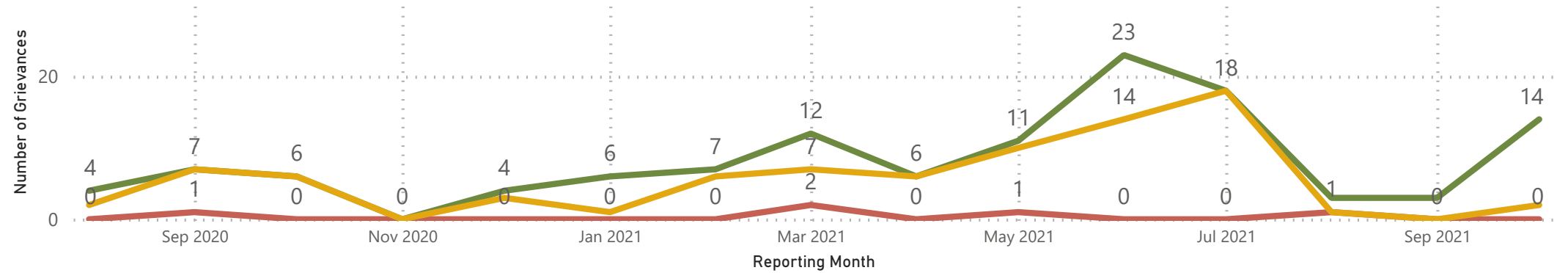
Reporting Period

8/1/2020 10/31/2021

**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	08/20	09/20	10/20	11/20	12/20	01/21	02/21	03/21	04/21	05/21	06/21	07/21	08/21	09/21	10/21	Total
<b>Denials of Service</b>	4	7	6	0	4	6	7	12	6	11	23	18	3	3	14	124
# of DOS's Issued: Denials of Service Issued	4	7	6	0	4	6	7	12	6	11	23	18	3	3	14	124
<b>Internal Hearings</b>	2	7	6	0	3	1	6	7	6	10	14	18	1	0	2	83
2nd Chance: Internal Hearings Results	0	0	0	0	0	1	1	0	0	1	3	3	0	0	0	9
Modified: Internal Hearings Results	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1	3
No Show: Internal Hearings Results	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	3
Overtured: Internal Hearings Results	1	2	2	0	0	0	0	1	1	1	6	5	0	0	0	19
Upheld: Internal Hearings Results	1	0	4	0	0	0	4	3	4	5	3	8	0	0	1	33
Withdrawn: Internal Hearings Results	0	5	0	0	3	0	1	2	0	3	1	1	0	0	0	16
<b>Arbitrations</b>	0	1	0	0	0	0	0	2	0	1	0	0	1	0	0	5
2nd Chance: Arbitration Results	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Modified: Arbitration Results	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No Show: Arbitration Results	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Overtured: Arbitration Results	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Upheld: Arbitration Results	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Withdrawn: Arbitration Results	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	2
<b>Total</b>	6	15	12	0	7	7	13	21	12	22	37	36	5	3	16	212

# Grievances Policy Statistics by Shelter

Metric ▼

Denials of Service ▼

Reporting Period

8/1/2020 10/31/2021



## View by Shelter

Shelter	08/20	09/20	10/20	11/20	12/20	01/21	02/21	03/21	04/21	05/21	06/21	07/21	08/21	09/21	10/21
<input type="checkbox"/> <b>Adult Shelter</b>	<b>2</b>			<b>0</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>13</b>
<input type="checkbox"/> Sanctuary - 200 Beds	2			0	1	5	3	7	1	2	2		1	2	13
<input type="checkbox"/> <b>Family Shelter</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>21</b>	<b>18</b>	<b>2</b>	<b>1</b>	<b>1</b>
<input type="checkbox"/> Compass Family Shelter - 70 Beds	0	0	1				0	1	0	0	0		1	0	1
<input type="checkbox"/> Hamilton Family Emergency Center - 46 Beds	1	3	3		0	0	2	3	2	4	9	6			
<input type="checkbox"/> Hamilton Family Residence - 136 Beds	1	3	2		3	1	2	1	3	5	6	11			
<input type="checkbox"/> Harbor House - 120 Beds	0	1		0	0	0	0	0	0	0	6	1	1	1	0
<input type="checkbox"/> St. Joseph's Family Center - 33 Beds	0				0	0					0				
<b>Total</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>0</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>12</b>	<b>6</b>	<b>11</b>	<b>23</b>	<b>18</b>	<b>3</b>	<b>3</b>	<b>14</b>

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