




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING


Temporary Shelter Grievance Process

Refresh Date: **3/4/2024**


Type of Grievance Result

All 


Shelter

All 

Shelter Type

All 

ONE System Agency

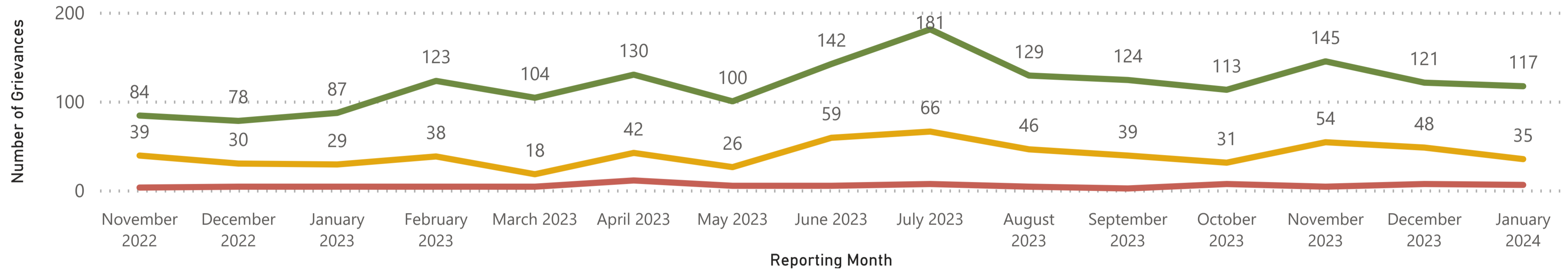
All 

Reporting Period

11/1/2022 1/31/2024

Grievance Process Metrics

Result Type ● Arbitrations ● Denials of Service ● Internal Hearings



15 Month Summary

Result Type	11/22	12/22	01/23	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23	11/23	12/23	01/24	Total
<input type="checkbox"/> Denials of Service	84	78	87	123	104	130	100	142	181	129	124	113	145	121	117	1778
<input type="checkbox"/> Issued	67	58	67	87	86	86	76	96	128	90	88	83	107	98	92	1309
<input type="checkbox"/> Appealed	17	20	20	36	18	44	24	46	53	39	36	30	38	23	25	469
<input type="checkbox"/> Internal Hearings	39	30	29	38	18	42	26	59	66	46	39	31	54	48	35	600
<input type="checkbox"/> Upheld	17	11	16	6	4	22	9	22	11	15	8	5	19	21	9	195
<input type="checkbox"/> Overturned	3	6	1	2	2	3	5	2	3	6	6	4	9	2	2	56
<input type="checkbox"/> Modified	0	0	0	0	1	1	0	0	1	0	0	1	1	0	1	6
<input type="checkbox"/> No Show	16	8	9	12	1	11	5	16	17	16	15	15	14	16	17	188
<input type="checkbox"/> 2nd Chance	3	4	1	8	9	4	4	13	23	8	8	6	9	9	6	115
<input type="checkbox"/> Withdrawn	0	1	2	10	1	1	3	6	11	1	2	0	2	0	0	40
<input type="checkbox"/> Arbitrations	3	4	4	4	4	11	5	5	7	4	2	7	4	7	6	77
<input type="checkbox"/> Upheld	3	1	3	2	0	4	0	3	2	0	0	4	0	3	4	29
<input type="checkbox"/> Overturned	0	2	0	1	1	4	3	0	1	2	0	0	3	2	1	20
<input type="checkbox"/> Modified	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2
<input type="checkbox"/> No Show	0	1	1	1	1	2	1	1	0	2	1	1	0	1	1	14
<input type="checkbox"/> 2nd Chance	0	0	0	0	2	0	0	0	4	0	0	2	0	1	0	9
<input type="checkbox"/> Withdrawn	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	3
Total	126	112	120	165	126	183	131	206	254	179	165	151	203	176	158	2455

Grievances Policy Statistics by Shelter

View by Shelter


Shelter Type	11/22	12/22	01/23	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23	11/23	12/23	01/24
<input type="checkbox"/> Adult Shelter	20	28	23	22	32	20	25	38	47	34	35	22	33	29	38
<input type="checkbox"/> 33 Gough Cabins	1	0	1	1	1	0	0	0	2	0	1	0	0	0	2
Issued	1	0	1	1	1	0	0	0	2	0	1	0	0	0	2
<input type="checkbox"/> 711 Post	8	7	1	7	5	4	4	8	4	5	4	2	2	5	8
Issued	6	6	1	7	4	4	4	7	4	5	4	2	2	4	8
Appealed	2	1	0	0	1	0	0	1	0	0	0	0	0	1	0
<input type="checkbox"/> 835 Turk Street	1	2													
Issued	1	2													
<input type="checkbox"/> A Woman's Place	3	3	1	0	3	0	0	1	0	0	0	0	1	0	3
Issued	2	2	1	0	3	0	0	1	0	0	0	0	1	0	3
Appealed	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
<input type="checkbox"/> Adante (Site 35) Non-Congregate	2	6	3	6	8	0	2	6	6	14	8	0	0	0	2
Issued	1	3	2	3	4	0	1	3	3	7	4	0	0	0	2
Appealed	1	3	1	3	4	0	1	3	3	7	4	0	0	0	0
<input type="checkbox"/> Baldwin SAFE Navigation Center		0	1	2	2	3	6	8	12	3	6	5	10	7	8
Issued		0	1	1	2	2	3	4	6	3	6	5	5	7	4
Appealed		0	0	1	0	1	3	4	6	0	0	0	5	0	4
<input type="checkbox"/> Bayshore Navigation Center	2	5	5	2	3	3	5	1	7	4	1	5	12	6	2
Issued	2	5	4	1	2	2	3	1	7	4	1	5	11	6	2
Appealed	0	0	1	1	1	1	2	0	0	0	0	0	1	0	0
<input type="checkbox"/> Bayview SAFE Navigation Center	3	5	11	4	10	10	8	13	16	8	15	10	8	11	13
Issued	2	3	7	3	9	7	6	7	12	5	9	6	5	7	8
Appealed	1	2	4	1	1	3	2	6	4	3	6	4	3	4	5
<input type="checkbox"/> Bayview Vehicle Triage Center	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Issued	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Total	20	28	23	22	32	20	25	38	47	34	35	22	33	29	38

Result Type

Denials of Service

Reporting Period

11/1/2022 1/31/2024



Shelter Type

Adult Shelter

ONE System Agency

All

Grievances Policy Statistics by Shelter

View by Shelter

Shelter Type	11/22	12/22	01/23	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23	11/23	12/23	01/24
Adult Shelter	10	4	16	28	28	26	16	34	35	29	30	25	36	36	28
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							
Central Waterfront Navigation Center	1	1	0	3	2	1	1	2	3	6	3	5	2	3	1
Issued	1	1	0	2	2	1	1	2	3	6	3	3	1	3	1
Appealed	0	0	0	1	0	0	0	0	0	0	0	2	1	0	0
Cova (Site 38) Non-Congregate	1	0	1	0	0	0	4		8	3	1	0	2	3	9
Issued	1	0	1	0	0	0	3		5	2	1	0	2	2	8
Appealed	0	0	0	0	0	0	1		3	1	0	0	0	1	1
Division Circle Navigation Center	5	2	4	10	9	5	7	14	7	2	10	8	12	12	8
Issued	5	2	2	8	8	4	5	8	5	2	6	5	7	7	5
Appealed	0	0	2	2	1	1	2	6	2	0	4	3	5	5	3
Dolores Street	1	0	6	0	5	6	0	3	0	4	1	1	2	2	4
Issued	1	0	5	0	4	4	0	2	0	2	1	1	1	2	3
Appealed	0	0	1	0	1	2	0	1	0	2	0	0	1	0	1
Embarcadero SAFE Navigation Center			3	11	4	2	4	10	14	12	13	11	15	10	4
Issued			3	11	4	1	2	5	7	8	8	7	11	8	3
Appealed			0	0	0	1	2	5	7	4	5	4	4	2	1
HI San Francisco City Center (Site 34)	0	0	1	3	8	10	0	5	3	2			2	1	1
Issued	0	0	1	3	4	5	0	5	3	2			2	1	1
Appealed	0	0	0	0	4	5	0	0	0	0			0	0	0
Hospitality House	0	1	0	1	0	2	0	0	0	0	2	0	1	2	0
Issued	0	1	0	1	0	1	0	0	0	0	1	0	1	1	0
Appealed	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0
Interfaith Winter Shelter			1										0	3	1
Issued			1										0	3	1

Result Type
 Denials of Service

Reporting Period
 11/1/2022 1/31/2024

Shelter Type
 Adult Shelter

ONE System Agency
 All

Grievances Policy Statistics by Shelter

View by Shelter

Shelter Type	11/22	12/22	01/23	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23	11/23	12/23	01/24
<input checked="" type="checkbox"/> Adult Shelter	47	28	42	64	26	42	41	32	66	49	45	55	47	35	44
<input checked="" type="checkbox"/> Kinney Hotel Emergency Stabilization	0	0	0	0	1	0	0	0	0	2	0	0	3	0	2
Issued	0	0	0	0	1	0	0	0	0	2	0	0	3	0	2
<input checked="" type="checkbox"/> Mission Inn	0	1	0	0	0	0	0	0	6	0	0	0	0	2	0
Issued	0	1	0	0	0	0	0	0	4	0	0	0	0	1	0
Appealed	0	0	0	0	0	0	0	0	2	0	0	0	0	1	0
<input checked="" type="checkbox"/> MSC South	15	13	13	21	7	8	18	8	7	6	11	8	6	10	16
Issued	11	10	9	15	6	7	16	6	6	5	9	6	6	9	9
Appealed	4	3	4	6	1	1	2	2	1	1	2	2	0	1	7
<input checked="" type="checkbox"/> Next Door	15	6	13	8	13	26	14	19	33	25	13	32	11	13	16
Issued	13	5	11	6	13	17	14	12	21	15	9	24	10	12	14
Appealed	2	1	2	2	0	9	0	7	12	10	4	8	1	1	2
<input checked="" type="checkbox"/> Sanctuary			7	28	4	7			13	4	15	5	3	9	7
Issued			5	14	4	5			11	2	9	5	3	9	7
Appealed			2	14	0	2			2	2	6	0	0	0	0
<input checked="" type="checkbox"/> South Van Ness Safe Sleep	4	0	4	2	1	0	0	0	0	0	0	0	0	0	0
Issued	4	0	4	1	1	0	0	0	0	0	0	0	0	0	0
Appealed	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
<input checked="" type="checkbox"/> Taimon Booton Navigation Center	5	6	4	2	0	1	2	4	6	10	4	2	15		
Issued	3	3	2	1	0	1	1	2	3	5	2	1	10		
Appealed	2	3	2	1	0	0	1	2	3	5	2	1	5		
<input checked="" type="checkbox"/> The Monarch (30)	6	0	1	1	0	0	4	1	1	2	2	8	9	1	3
Issued	5	0	1	1	0	0	2	1	1	2	2	4	5	1	3
Appealed	1	0	0	0	0	0	2	0	0	0	0	4	4	0	0
<input checked="" type="checkbox"/> UCHS Pier 94 Backlands	2	2	0	2	0	0	3	0	0	0	0	0	0	0	0
Issued	1	1	0	1	0	0	3	0	0	0	0	0	0	0	0
Appealed	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0

Total

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Data Through: **January 2024**

Grievances Policy Statistics by Shelter

View by Shelter

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

Result Type
Denials of Service

Reporting Period
11/1/2022 1/31/2024

Shelter Type
Family Shelter

ONE System Agency
All

View by Shelter

Shelter Type	11/22	12/22	01/23	02/23	03/23	04/23	05/23	06/23	07/23	08/23	09/23	10/23	11/23	12/23	01/24
<input checked="" type="checkbox"/> Family Shelter	0	0	0	2	0	0	0	0	0	0	1	0	0	0	0
<input checked="" type="checkbox"/> St. Joseph's Family Center	0	0	0	2	0	0	0	0	0	0	1	0	0	0	0
Issued	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0
Appealed	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	2	0	0	0	0	0	0	1	0	0	0	0

Result Type

Denials of Service

Reporting Period

11/1/2022 1/31/2024



Shelter Type

Family Shelter

ONE System Agency

All

Grievances Policy Statistics by Shelter

View by Shelter

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

Result Type

Denials of Service

Reporting Period

11/1/2022 1/31/2024

Shelter Type

TAY Shelter

ONE System Agency

All