




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Temporary Shelter Grievance Process

Refresh Date: **3/2/2026**


Type of Grievance Result

All 


Grievance Result

Multiple selections 


Shelter

All 

Shelter Type

All 

ONE System Agency

All 

Reporting Period

First Day of Reporting Month

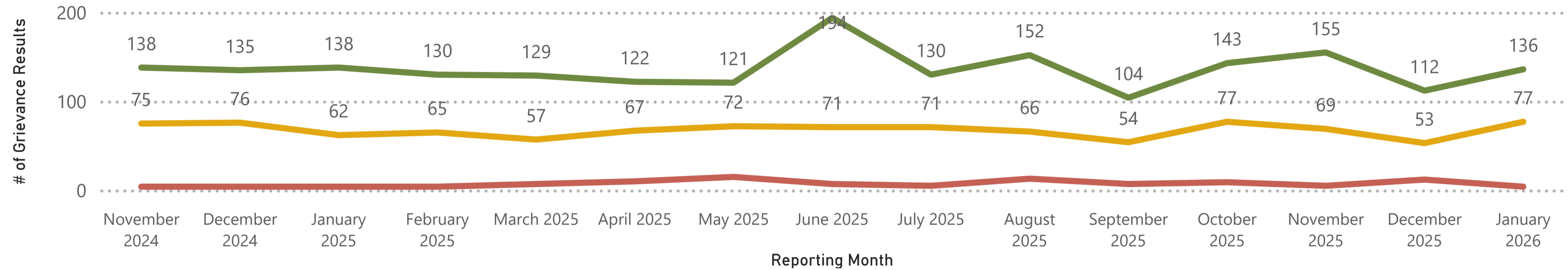
11/1/2024

1/31/2026



Grievance Process Metrics

Result Type ● Arbitrations ● Denials of Service ● Internal Hearings



15 Month Summary

Result Type	11/24	12/24	01/25	02/25	03/25	04/25	05/25	06/25	07/25	08/25	09/25	10/25	11/25	12/25	01/26	Total
<input type="checkbox"/> Denials of Service	138	135	138	130	129	122	121	194	130	152	104	143	155	112	136	2,039
<input type="checkbox"/> Issued	138	135	138	130	129	122	121	194	130	152	104	143	155	112	136	2,039
<input type="checkbox"/> Internal Hearings	75	76	62	65	57	67	72	71	71	66	54	77	69	53	77	1,012
<input type="checkbox"/> Upheld	37	23	19	27	8	15	34	14	23	23	9	18	24	18	6	298
<input type="checkbox"/> Overturned	7	10	8	10	5	4	8	5	14	7	10	8	5	5	12	118
<input type="checkbox"/> Modified	0	0	0	0	0	2	0	0	0	0	0	1	1	0	0	4
<input type="checkbox"/> No Show	19	29	15	19	34	25	17	34	19	18	18	21	25	12	29	334
<input type="checkbox"/> 2nd Chance	12	13	13	6	7	16	9	14	14	13	14	24	11	16	12	194
<input type="checkbox"/> Withdrawn	0	1	7	3	3	5	4	4	1	5	3	5	3	2	18	64
<input type="checkbox"/> Arbitrations	4	4	4	4	7	10	15	7	5	13	7	9	5	12	4	110
<input type="checkbox"/> Upheld	1	0	1	0	2	2	9	3	0	5	0	3	0	2	0	28
<input type="checkbox"/> Overturned	1	3	1	2	2	3	1	0	4	2	1	2	2	3	0	27
<input type="checkbox"/> Modified	0	0	0	0	1	0	0	0	0	1	1	1	0	1	0	5
<input type="checkbox"/> No Show	0	0	2	1	1	5	1	1	0	3	4	3	2	4	3	30
<input type="checkbox"/> 2nd Chance	1	1	0	1	0	0	4	3	1	0	1	0	1	2	1	16
<input type="checkbox"/> Withdrawn	1	0	0	0	1	0	0	0	0	2	0	0	0	0	0	4
Total	217	215	204	199	193	199	208	272	206	231	165	229	229	177	217	3,161

Grievances Policy Statistics by Shelter

Type of Grievance Result

Denials of Service

Grievance Result

Issued

Shelter Type

Adult Shelter

ONE System Agency

All

Reporting Period

First Day of Reporting Month

11/1/2024

1/31/2026

View by Shelter

Shelter Type	11/24	12/24	01/25	02/25	03/25	04/25	05/25	06/25	07/25	08/25	09/25	10/25	11/25	12/25	01/26
Adult Shelter	119	107	122	115	109	105	104	170	105	131	81	97	89	91	104
+ 33 Gough Cabins - 70 units	0	0	0	0	0	0	1	0	0	4	0	0	0	0	1
+ 711 Post - 280 units	10	2	9	4	4	2	10	6	5	3	5	3	7	3	4
+ A Woman's Place - 25 units	1	2	1	2	1	1	0	0	0	0	0	2	0	0	0
+ Adante Non-Congregate - 71 units	0	0	1	0	2	0	2	0	0	3	0	0	0	0	1
+ Baldwin SAFE Navigation Center - 179 units	6	7	9	2	2	13	8	3	6	8		13	3		5
+ Bayshore Navigation Center - 128 units	1	4	6	3	2	4	3	28	9	13	13	6	1	14	10
+ Bayview Drop-In Center	0	0	0	0	0	0	0	0		0	1	0	0	1	
+ Bayview SAFE Navigation Center - 203 units	5	15	5	11	12	13		18	17	13	5	10	6	9	11
+ Bayview Vehicle Triage Center - 34 units	2	2	0												
+ Central Waterfront Navigation Center - 64 units	10	3	3	2	2	2	1	3	1	2			4	2	0
+ Cova Non-Congregate - 89 units	1	4	0	0	0										
+ Division Circle Navigation Center - 186 units	10	3	4	3	6	10	3	2	11	9	3		2	6	9
+ Dolores Street - 142 units	1	0	0	0	1	0	2	0	2	1	1	3	2	2	5
+ Ellis Semi-Congregate - 132 units	5	4	12	7	1	1	5	0	2	2	2	3	7	2	9
+ Embarcadero SAFE Navigation Center - 200 units	34	29	31	34	49	27	28	26	13	13	8	13	7	9	14
+ Hope House - 47 units											0	0	3	1	0
+ Hospitality House - 22 units	0	0	1	2	0	1	1	0	0	1	0	1	1	1	0
+ Interfaith Winter Shelter - 60 units	0	1	1	0	1								0	2	
+ Kinney Hotel Emergency Stabilization - 21 units	0	1	0	0	0	0	0	1	0	0	0	1	2	1	0
+ Mission Cabins - 60 units	1	0	0	2	4	1	7	2	0	2					
+ Mission Inn	1	0		1	1	0	0	0	0	0	0				
+ MSC South - 299 units	8	6	6	12	6	9	9	12	12	13	11	12	13	11	7
+ Next Door - 334 units	12	14	20	20	11	14	16	15	12	25	23	19	20	17	18
+ Sanctuary - 200 units	6	8	11	10	2	6	7	53	8	13	9	7	9	7	10
+ Taimon Booton Navigation Center - 75 units	5	2	2	0	2	1	1	1	7	6		4	2	3	

Grievances Policy Statistics by Shelter

Type of Grievance Result

Denials of Service ▼

Grievance Result

Issued ▼

Shelter Type

Adult Shelter ▼

ONE System Agency

All ▼

Reporting Period

First Day of Reporting Month

11/1/2024 1/31/2026

View by Shelter

Shelter Type

11/24 12/24 01/25 02/25 03/25 04/25 05/25 06/25 07/25 08/25 09/25 10/25 12/25 01/26

Shelter Type	11/24	12/24	01/25	02/25	03/25	04/25	05/25	06/25	07/25	08/25	09/25	10/25	12/25	01/26
Adult Shelter	2	6	1	2	3	5	1	3	0	5	3	6	5	0
<input type="checkbox"/> The Commons - 60 units						1	0	2	0	3	2	4	3	0
<input type="checkbox"/> The Monarch - 96 units	2	6	1	2	3	4	1	1		2	1	2	2	

Grievances Policy Statistics by Shelter

Type of Grievance Result

Denials of Service ▼

Grievance Result

Issued ▼

Shelter Type

Multiple selections ▼

ONE System Agency

All ▼

Reporting Period

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11/1/2024

1/31/2026

View by Shelter

Shelter Type	11/24	12/24	01/25	02/25	03/25	04/25	05/25	06/25	07/25	08/25	09/25	10/25	11/25	12/25	01/26
Family Shelter	7	12	7	8	5	4	9	8	14	10	16	22	63	5	30
+ Buena Vista Horace Mann - 80 units	1	0	0	0			0						0		0
+ Compass Family Shelter - 22 units	0	0	0	0	0	0	1	1	1	0	1	1	3	1	0
+ Hamilton Family Emergency Shelter - 44 units	2	11	3	3	2	0	0	0	1	3	0	0	1	0	2
+ Hamilton Family Residence - 27 units	4	0	2	2	1	0	2	3	9	3	5	7	6	3	27
+ Hamilton Transitional Housing - 20 units	0		0	0	1	1	0	0	1	0	0	0	1	1	0
+ Harbor House - 30 units	0	0	0	1	1	0	1	0	0	1	6	11	51	0	
+ Jelani House - 17 units	0	1	1	2	0	3	1	1	1	0	1	3	0	0	0
+ PATH - 16 units	0	0	0	0	0	0	1	2	1	0	1	0	1	0	1
+ Providence Family Services Center (Oasis) - 54 units	0	0	0	0	0	0	1	0	0	2	0	0		0	0
+ St. Joseph's Family Center - 10 units	0	0	1	0	0	0	2	1	0	1	2	0	0	0	
TAY Shelter	10	10	8	5	12	8	7	13	11	6	4	18	3	11	2
+ Lark Inn - 36 units	5	2	4	3	3	4	0	2	2	4	0	2	2	3	1
+ Lower Polk TAY Navigation Center - 75 units	4	7	4	1	6	4	5	3	5		2	15		6	
+ Routz/Aarti Transitional Housing - 14 units	1	0	0	0	0	0	1	5			1	0	0	0	0
+ Transition Housing at 1020 Haight - 10 units	0	1	0	0	1	0	0	0	0	0	0	0	0	1	1
+ Transitional Housing at 5th and Harrison - 44 units	0	0	0	0	1	0	0	0	0	2		0	0		0
+ Transitional Housing at Assisted Care - 20 units	0	0	0	0	0	0	1	1	3	0	1	0	0	0	0
+ Transitional Housing at Castro Youth Housing Initiative - 38 units	0	0	0	0	0	0	0	2	0	0	0				0
+ Transitional Housing at G-House - 35 units	0	0	0	1	1	0	0	0	1	0	0	1	1	1	0