

# How to Get On the 311 Shelter Reservation Waitlist

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## *How to get a 90-day Reservation in the Adult Emergency Shelter System*

### **Who can Enter the 311 Shelter Reservation Waitlist**

- Anyone seeking a 90-day adult emergency shelter reservation can join the Waitlist, but may have only one place on the list at a time.
- In order to enter the 311 Shelter Reservation Waitlist:
  - You need to have a current profile in CHANGES. If you don't have one, visit a CHANGES reservation site. (Locations listed at the end.)
  - If you have a current reservation that goes beyond tonight, you have to wait until the last day of your reservation to enter the Waitlist.

### **How to Enter the 311 Shelter Reservation Waitlist**

- Call 311 anytime (dialing 3-1-1 or (415) 701-2311 – 24 hours a day, 7 days a week)
  - CHANGES reservation sites will have dedicated 311 phones.
  - Language assistance is available at 311.
- Go to a CHANGES reservation site and request assistance to enter the Waitlist.
- You can list shelters where you do not wish to stay when you enter the Waitlist.  
Note: There is no guarantee of staying at a specific shelter and limiting the shelters you are willing to stay at may prolong your wait time for a reservation.
- (Optional) Share your phone number, agree to accept text messages and/or share a back-up contact phone number so that 311 can reach you. ***Providing a reachable phone number is strongly encouraged.***

### **What is the Waitlist**

- The Waitlist is a list of everyone who has contacted 311 for a 90 day reservation in order of those who will be offered beds.
- Each day, 311 will place the Waitlist callers from the previous 24-hour period into a random order and then add them to the bottom of the Waitlist.
- Waitlists will be updated and posted daily. You identify your place using your Date of Birth and the CHANGES Client ID number (available when entering the Waitlist).  
Check your place on the waitlist by:
  - Viewing posted Waitlists at various locations and online.
  - Asking for help at CHANGES reservation sites and shelters (when staying in a shelter) during designated times.
  - Calling 311 or looking online at: **[www.sf311.org/waitlist](http://www.sf311.org/waitlist)**

# How the 311 Shelter Reservation WAITLIST Operates

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## **Once you have entered the 311 Shelter Reservation Waitlist**

- When you have an entry on the Waitlist, you will move up as those ahead of you receive a shelter reservation or are dropped from the list due to lack of response.
- New entries are added to the bottom of the 311 Shelter Reservation Waitlist.
- CHANGES reservation sites and Homeless Resource Centers will continue to make one-night and weekend reservations as beds are available. These sites can help explain the 311 Shelter Reservation Waitlist process.

PLEASE NOTE: You can only have one place on the 311 Shelter Reservation Waitlist at a time. If a duplicate Waitlist entry is discovered, the entry with the least seniority on the Waitlist will be automatically cancelled.

## **How Reservations will be made**

- When you reach the top of the Waitlist and a 90-day bed reservation is available in one of the shelters you selected, you will have 10 calendar days to accept a 90-day reservation.
  - If you provided a phone number and/or agreed to accept text messages, 311 staff will try to call or text you to let you know.
  - A note next to your record on the posted Waitlist will instruct you to call 311 between 8:30 AM and 4:30 PM on business days (Monday – Friday, excluding holidays) to check for a reservation.
  - PLEASE NOTE: Some individuals who reach the top of the list may not be contacted on a particular day if they have restrictions regarding shelters where they do not want to stay. The 10-day time period for these individuals will begin as soon as there is a reservation available at a shelter they did not decline.
  - When you reach the top of the list and a bed in one of your preferred shelters is available, you will begin your 10 days at the top of the list. There is no guarantee you will receive a reservation in your preferred shelters. If you do not take a 90-day reservation during the 10 days, even if your preferred shelters are not available when you contact 311, you will be dropped from the Waitlist.

- **It is your responsibility to contact 311 during the time you are at the top of the list.**

You can ask a CHANGES reservation site to assist you in contacting 311.

- If the note by your record on the Waitlist includes instructions to call 311 and no bed is available when you call, you can call 311 back beginning 8:30AM the next business day to check for a reservation.
- If a bed is available, you will be given a reservation for that night and must check in by curfew in order to begin the reservation.
  - If you check in, your reservation will run for 90 days and can be extended for one additional 30-day period by requesting it at the shelter.
  - If you do not check in the first night, the reservation will be cancelled and you will be dropped from the Waitlist.
- If you do not call 311 and accept a reservation during the 10 calendar days you are at the top of the Waitlist, you will be dropped from the Waitlist. You can re-enter the Waitlist but you can only have one entry on the Waitlist at a time.
- Reservations cannot be made if you do not have a current TB clearance OR if you do not have a fingerprint and/or photo image (unless exempted) in your CHANGES profile.
  - You can call 311 or visit a CHANGES reservation site to check on your profile status.
  - Updates to TB clearance, finger images, profile photos and any exemptions are only made at CHANGES reservation sites. 311 cannot do this.

#### **Questions & Concerns can be raised by**

- Calling 311
  - Dial 3-1-1 or (415) 701-2311, TTY (415) 701-2323
  - Language assistance is available
- Visiting a CHANGES reservation sites during hours listed above.

## Locations of CHANGES Reservation Sites

(Waitlists posted at these sites.)

### **MSC South Drop-In Center**

**525 Fifth Street**

5:00PM - 1:00AM, every day

### **United Council of Human Services - Resource Center**

**2111 Jennings Street**

7:00PM – 9:00AM, every day

### **Mission Neighborhood Resource Center**

**165 Capp Street**

Monday – Friday: 7:00AM – Noon and 2:00 – 7:00PM

(open until 8:00 PM on Thursdays)

Saturday: 7:00AM – Noon

### **Glide Walk-In Center**

**330 Ellis Street**

Monday – Friday: 12:00PM – 9:00PM

#### NOTE:

- Shelter reservations for one night and weekend stays are taken in the afternoons at the Shelter Reservation sites noted above. This must be done in person at one of these sites.
- 90-day reservations are made through the 311 Shelter Reservation Waitlist process only.
- Shelter sites do not make reservations.