



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

The San Francisco Department of Homelessness and Supportive Housing (HSH) is in daily communication with City and nonprofit partners through emails, extranet, phone calls attended by hundreds, trainings and virtual meetings. Below we are sharing some of our communication with our non-profit partners with the hope that it may be helpful for homeless services in other communities work to care for the most vulnerable during this public health emergency.

Update 3/24/20

The 2020 Census is in progress and an accurate count is essential.

The City's Office of Civic Engagement and Immigrant Affairs (OCEIA) has produced some excellent Census materials. [This folder](#) (Dropbox) includes a recording of last week's webinar on **counting people experiencing homelessness in the 2020 Census**. There are a couple of changes since the webinar:

- The 2020 Census self-response period (the time in which any individual, housed or not, can respond online or by phone) has been extended by two weeks and will now end on August 14th
- Group Quarters Enumeration, when the U.S. Census Bureau plans to send census workers to service-based locations (navigation centers, in-patient hospitals, mobile food vans, soup kitchens, etc.) and non-sheltered outdoor locations where people live has been moved from March to April and will now take place 4/29, 4/30, and 5/1

The full OCEIA census letter is [here](#).

A few links:

DPH has **guidance on home workers [here](#)** and HSA has **guidance for IHSS workers and clients [here](#)**.

HSA also has updates about its essential services [here](#).

The SF Office of Economic and Workforce Development has **resources for business and employees [here](#)**.

And finally a little bit of a [silver lining](#) to this dark cloud.

Thank you all.

HSH Team

Update 3/24/20

Based on guidance from the Department of Public Health (DPH) and in response to COVID-19, HSH is issuing the following interim shelter reservation and extension policy for the temporary shelter system.

Revised Shelter Reservation Policy

Effective March 23, 2020 through April 7, 2020, with possibility of extension.

HSH will end new postings, referrals, and reservations into temporary shelter programs. This policy applies to all HSH funded adult shelters, family shelters, and navigation centers; however, transitional housing programs are exempt from this policy guidance.

- All temporary shelter providers must immediately stop posting and filling available beds/mats.
- All referral providers must immediately stop referring and/or making new shelter reservations.

- Life safety, reasonable accommodation, and changes in eligibility transfers will continue across temporary shelter programs, on a case-by-case basis.

Adult shelters

- Will end referrals from 311 (resource center beds), reservation stations, resource centers, HSA CAAP, SFHOT, senior bed partners, VA bed partners, Swords to Plowshares bed partners, and Jazzie's place bed partners.
- Hospital Release beds are exempt from this policy guidance.

Resource Centers and Reservation Stations

- Mission Neighborhood Resource Center, United Council, MSC-South Drop-in, and Glide walk-in
- Will immediately stop making one-night reservations.
- Will discontinue offering drop-in chairs to clients.
- Will continue to offer other essential services such as meals, showers, laundry, and hygiene kits.
- 311 will share messaging with clients that movement on the shelter reservation waitlist will temporarily stop.

Navigation Centers

- Will end referrals from all sources.

Family Shelters

- Family shelters will no longer accept new family reservations. This change affects Access Points:
- Access Point staff will no longer conduct the Shelter Placement Criteria Assessment, which means no new family will be added to the Individual Room Shelter list.
- Access Point staff will continue to verify unsheltered families who completed a Shelter Placement Criteria Assessment between March 2nd

and 23rd, and once verified, these families have the following shelter options if placement complies with established DPH guidelines:

- Hamilton Family Congregate Beds
- First Friendship or BVHM (stay over program for SFUSD student)
- Hotel Vouchers (under exploration and policy is not yet established)
- Access Point staff will continue to refer a household currently on the Individual Room Shelter list as such openings become available

Revised Shelter Extensions Policy

Effective March 18, 2020 through April 30, 2020, with the possibility of extension.

HSH has temporarily adjusted the extension policy for adult shelters, family shelters, and navigation centers as follows:

Adult Shelters

- 90-day Beds: Adult shelters should offer 30-day extensions to individuals with 90-day reservations that are in the following time sequence.
- This should be done one extension at a time as we see how the general situation progresses.
- For clients with current Resource Center bed reservations: Individuals with a 90-day, 120-day (90 + 30), or 150-day (due to meeting criteria for an additional extension) reservation that will END BETWEEN NOW AND APRIL 30TH should be given an additional 30-day extension as follows:
- Anyone who has had 120 or 150 days on the current reservation and the reservation ends between now and 4/30/2020, shelter staff should add 30 days to the reservation.
- Anyone who is in a 90-day reservation and adding the additional 30 day stay still results in a reservation end between now and 4/30/2020, shelter staff should add 30 days to the reservation.
- This is a one-time extension.

- When granting an extension, shelter staff should enter a note in CHANGES as follows: Special Shelter Extension Granted per HSH temporary adjustment to extension policy
- Hospital Release Beds: SFGH will request extensions for clients with an active reservation through HSH staff.
- Senior Beds: Senior bed partners will request extensions for clients with an active reservation through HSH staff.
- VA Beds: VA bed partners will request extension for clients with an active reservation through HSH staff.
- CAAP Beds: HSA will continue to extend reservations for CAAP clients with an active shelter reservation.

Navigation Centers

- Navigation Centers should extend all time-limited stays, except for Homeward Bound clients.

Family shelters

- Families with a shelter stay ending on or before April 30, 2020 will be provided an extension for 30 days regardless of whether the family is actively working on a Rapid Rehousing or Permanent Supportive Housing referral. All extensions will be documented in the ONE system, listing COVID-19 as the reason as applicable.

Shelter Grievance Policy

- There is no change to the issuance of warnings and Denials of Service in accordance with shelter program rules and the Shelter Grievance Policy. Hearings and arbitrations will continue.

Update 3/23/20

Good evening, colleagues --

Remember to look at our [extranet](#) for updates and new links. Email 440turk@sfgov.org if you need an invitation to the extranet or have comments or suggestions.

Thank you for using the [supply request form](#)! And remember the on call manager's number for emergencies: 628-652-7798.

Check the [HUD Exchange page](#) for updates: today they have posted recommendations for encampments, shelter management, and client screening.

Outreach workers continue to provide services to our unsheltered neighbors and we're awaiting additional shelter options that will become available soon.

Removal of tents and encampment resolutions have stopped and education is being provided about social distancing. Individuals may be asked to move if they are clustered too close or the encampment is too large. All workers who encounter individuals experiencing homelessness (HOT, DPH, PD, DPW, etc.) are offering informational [flyers](#) to drive forward these important public health messages.

Stay safe and well!

HSH Team

Update 3/23/20

Dear Temporary Shelter Community Partners:

The Federal, State, and local response to the COVID-19 outbreak is evolving rapidly. We appreciate all of your efforts to help keep yourselves, your staff, and your vulnerable shelter guests safe during these uncertain times.

The purpose of this letter is to provide additional COVID-19 related guidance to San Francisco's temporary shelter system to support emergency response preparation and planning. Our update has two components: (1) timeline for temporary shelter policy and operational changes; and (2) best practices guidance.

Timeline for Temporary Shelter Policy and Operational Changes

The City and County of San Francisco, through the Emergency Operations Center (EOC), is working tirelessly to address the myriad of concerns about COVID-19 in the temporary shelter system. Through extensive preparation and planning, the EOC has developed a framework for incremental shifts in the current temporary shelter arrangement to stem the spread of COVID-19 and ensure the safety of all shelter clients. Our anticipated timeline for policy and operational changes at temporary shelter sites is outlined below. These plans are developing rapidly and are subject to change based on numerous contingencies. Any changes to this timeline will be communicated to providers in the coming weeks.

Best Practices Guidance

In anticipation of the release of the San Francisco Department of Public Health's (DPH) COVID-19 screening tool and as part of our citywide effort to prevent the community spread of COVID-19, HSH is outlining a number of best practices for temporary shelter providers in accordance with the Federal Centers for Disease Control (CDC). As many of you have likely seen, the CDC issued Interim Guidance for Homeless Shelters during the COVID-19 crisis, which can be found here: <https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/plan-prepare-respond.html>. Please review the CDC guidance and the best practices guidance outlined below and begin implementation at your temporary shelter sites as soon as possible.

Timeline for Temporary Shelter Policy and Operational Changes

Revised extension policy. Effective 3/18/20, HSH temporarily adjusted the extension policy for all temporary shelter programs. Navigation Centers should extend stays for all guests. Family Shelters should extend stays for all guests. Adult shelters should extend stays for all guests with 90-day resource center bed reservations. This policy revision is in effect until April 30th with the possibility of extension by HSH.

Interfaith Winter Shelter. Effective 3/23/20, all interfaith guests with a 7-day reservation can extend their reservation for an additional 30 days. HSH will also

extend the Interfaith season by an additional month until April 30th with the possibility of further extension by HSH.

Ending new temporary shelter reservations. Effective 3/23/20, HSH will end all new temporary shelter reservations. Adult shelters, family shelters, and navigation centers will no longer accept new client reservations. The only exception to this policy is shelters accepting referrals for hospital release set-aside beds (MSC-South and Next Door Shelters). Navigation Centers will continue to make client transfers between sites for safety reasons. As this policy continues to develop, HSH will provide additional guidance to temporary shelter providers.

Screening tool pilot. On 3/23/20, DPH and HSH will begin piloting the COVID-19 screening tool with Episcopal Community Services at Next Door shelter. This single site pilot is an opportunity to test, refine, and perfect the implementation of the screening tool before rolling out the tool to the entire temporary shelter system.

System-wide rollout of screening tool. After the pilot is complete, DPH and HSH will jointly rollout the screening tool to the entire temporary shelter system. At this time, we will also share the 24/7 DPH COVID-19 phone number, which providers can call for additional medical guidance in accordance with the screening protocol.

Exploration of three new shelter arrangements. In the next week, HSH Program Managers will email temporary shelter providers to explore three new shelter arrangement scenarios: (1) creating 6 feet of space between beds; (2) creating separation areas for 10% of your shelter site; and (3) designating 1 or 2 enclosed isolation rooms. **Please do NOT implement these scenarios at this time.** HSH is simply gathering information.

Alternative shelter sites. The San Francisco Human Services Agency Department Operations Center (HSA DOC) is working to identify a number of alternative shelter sites. These sites will allow HSH to implement social distancing guidelines at HSH's current shelter sites and move vulnerable shelter guests to alternative sites with significant new capacity.

Implement 6 feet of spacing between beds/mats (DO NOT IMPLEMENT

YET). Once alternative shelter sites with sufficient capacity are identified by the HSA DOC, HSH will begin implementing social distancing in shelters. Specifically, we anticipate instructing shelter sites to begin creating 6 feet of space between all beds/mats. **Please do NOT implement 6 feet social distancing guidance in shelter until instructed to do so by HSH.**

Client moves. Once official social distancing guidance is given by HSH, we will begin the process of moving shelter guests to alternative shelter sites. HSH will coordinate closely with shelter sites to determine the lost bed capacity due to 6 feet spacing and based on this information, will coordinate alternative placements to prevent currently sheltered guests from becoming unsheltered in the process.

Best Practices Guidance for Temporary Shelter Programs

Review the DPH guidance on Preventing Spread of COVID-19 among Persons Experiencing Homelessness (3/11/2020) [here](#). Provide a copy of this document to all staff who work in a congregate shelter setting and ensure that they receive appropriate training and guidance on how you plan to implement these recommendations at your site.

If your site is located in an SRO setting, please also review the DPH guidance on Preventing Spread of COVID-19 in Community Congregate Living Settings for Those Who are Housed in Private Rooms (3/19/2020) [here](#). Provide a copy of this document to all staff who work in an SRO setting and ensure that they receive appropriate training and guidance on how you plan to implement these recommendations at your site.

Post DPH or CDC recommended signage on hand hygiene, cough and sneeze etiquette and staying home when sick at all entries, elevators, common bathrooms and other locations appropriate to your site, in the appropriate languages (see links in DPH guidance or on sf72.org). Contact 440Turk@sfgov.org to request hard copies of signs if needed.

Clean all common areas at least daily. Clean heavily used surfaces more frequently (e.g. doorknobs, elevator buttons, public phones, banisters, tabletops, handrails, workstations, and countertops). Review the guidance on appropriate cleaning products and other supplies in the DPH recommendations. No special

disinfection products are required. Please be mindful of not overusing bleach unless directed by DPH.

To further encourage clients to shelter-in-place and stem the spread of COVID-19, **HSH is encouraging all temporary shelter providers to move to 24/7 operation.** We are also encouraging providers to begin serving three meals a day in order to incentivize clients to remain indoors throughout the duration of the day.

Maintain adequate supplies. Ensure that all communal sinks are equipped with soap. Using soap and water is recommended over use of hand sanitizer. Place hand sanitizer for use in front desk and communal gathering areas when available.

If you need additional supplies, please go to HSH's extranet and look for the button to the right of the news stories. It says "Click here to submit request form" and if you click on it, you will see our new and functional **supply request form**. We ask you to use this request form, and only this request form, when you need supplies of any kind. It will get to us faster than any other method you could use. If you have any problems accessing the extranet, or if you need an invitation, please email 440turk@sfgov.org and let us know.

Direct all **emergency** requests to our on-call manager number, 628-652-7798. Someone from HSH is available at this phone number 24 hours a day, 7 days a week.

When possible, **follow social distancing guidelines with staff, shelter guests, and visitors.** Ask staff and participants to be at least 6 feet away from each other as much as possible. Consider how this guideline impacts your check-in process, case management meetings, shift change or other staff meetings, food service, etc.

Adapt your service delivery as appropriate for your participants and setting based on the DPH guidelines. This includes modifying services and group activities to follow recommendations that limit gatherings of 10 or more persons for vulnerable populations. Stagger mealtimes when possible to allow guests to space during mealtimes.

Regularly clean air vents and replace filters, especially on air purifiers (like HEPA filters), and follow manufacturer guidelines on when they should be changed.

If you operate a SRO type building that is defined as a Residential Hotel under San Francisco Administrative Code Chapter 41, you are required to comply with ORDER OF THE HEALTH OFFICER No. C19-04.

Questions and concerns about the guidance contained in this letter should be addressed to 440Turk@sfgov.org.

Thank you for your hard work and dedication to protecting our most vulnerable residents during this rapidly changing crisis.

Sincerely,

Emergency Operations Center

And

San Francisco Department of Homelessness and Supportive Housing

Update 3/20/20

Dear colleagues,

Sorry for the flood of emails today, but we did promise you that updates were forthcoming...

Supplies:

Those of you attending our provider phone calls know that we are continuing to advocate on every front and are now working with philanthropic and business partners as well as all levels of government to expedite stocking of supplies. HSH was able to obtain an extremely limited quantity of supplies through our original networks but those will have to be rationed carefully while we wait for our efforts to bear fruit. Or hand sanitizer, as the case may be.

Please share with your teams that we want to get your supplies requests but we don't have significant supplies at this moment -- because your team members are approaching this process thinking we have a huge stash of supplies.

In the meantime please work with your own philanthropic and business networks to meet urgent needs as far as you can.

Outreach:

SFHOT is tracking all outreach services, and on 3/19 alone we tracked over 700 services provided to our unsheltered community. Outreach workers are also helping to monitor the hand wash stations around the City (with the support of Urban Alchemy, thank you!). SFHOT is now handing out 'hand wash bags' which include: hydration water (bottle), hand-washing water (pouch), soap, snack bar, and a flyer with information on staying safe, social distancing, and community resources.

We recognize that many community programs have shuttered and fewer public bathrooms are available for folks who need them. We are working hard to obtain portable bathrooms to install throughout the community! More details to come.

Please visit the following website for helpful Outreach resources!

<https://sf.gov/outreach-toolkit-coronavirus-covid-19>

And huge gratitude for all the amazing service providers working hard to support our community!

The daily email updates will be taking the weekend off, and will return on Monday. (Other emails may arrive in your inboxes before then if necessary.)

In partnership,

HSH Team

Update 3/20/20

Meals and Food Resources

Thank you for your tireless work during this time, it is deeply appreciated and admired. Here are a few updates on food that have been gone over during our Provider calls this week.

Thank you for your responses to the original HSH assessment of your program. Additional followup will be made for programs that have higher needs when it comes to food insecurity. In addition to knowing food needs, its equally important to understand food storage capacity and community space available to safely serve food that may not be packaged individually.

Please support and remind participants that **getting food is an essential activity even during the shelter in place order** in San Francisco. It's important to stay as up to date as you can of all the free food options that are **still in operation** across the city for your participants. While many programs have adjusted how they are providing food, **they are still operational**. Congregate meal programs such as St. Anthony's, Glide, and Mother Browns are still feeding people by handing out to-go meals. Participants should utilize these options.

Glide and St. Anthony's

Monday - Friday

Breakfast

7:30 AM – Senior and Adults w/ Disabilities

8:00 AM – General Public

Lunch

Clients will be referred to St. Anthony's at 150 Golden Gate Avenue for lunch

Dinner

4:00 PM – General Public

Saturday - Sunday

Breakfast

7:30 AM – Senior and Adults w/ Disabilities

8:00 AM – General Public

Lunch

Clients will receive additional to-go bag lunches to take with them as they exit

the breakfast line

Clients can access lunch at St. Anthony's

Mother Brown's

Breakfast: 7:00 AM - 9:00 AM

Dinner: 5:00 PM - 7:00 PM

Martin de Porres

Tuesday to Saturday : Noon - 2pm

Sunday and Monday: 9am - 10am

Families

In addition families with school age children should be utilizing the free meal program that SFUD is operating right now, information found here <https://www.sfusd.edu/services/health-wellness/nutrition-school-meals>

Food Bank

We would like all programs that were operating food pantries at their sites to **continue to do so or if you have stopped to start again**. Food distribution can be done safely by packing and handing out individual bags of groceries.

Also -- **please use the Food Bank's resources**. Here is the link to where you can locate their current and expanding food pantries: <https://www.sfmfoodbank.org/find-food/> or on their website use their "food locator tool".

If you already have an account with the Food Bank please reach out to your neighborhood representative to talk through your current needs and what resources they have.

Food Runners

Food Runners has been a great resource to support meal drop-offs at sites of donations they receive, often of perishable foods. Please connect with them by emailing dispatcher@foodrunners.org.

Finally, one more reminder to reach out to 440turk@sfgov.org with additional concerns and needs when it comes to your food resources. We also understand

at this time that many programs are expanding their own food budget and resources for their participants. We greatly appreciate all that you are doing.

Update 3/20/20

All San Francisco residents are required to follow the City's shelter-in-place order, which includes maintaining a social distance of 6 feet or more between themselves and anyone who does not live in the same unit that they do. Please encourage all staff and residents to empower themselves to stay safe and healthy by following this guidance and encouraging their neighbors to follow it. The City has a new outreach toolkit with information in multiple languages. Please post this information in all your program and housing sites, and provide copies to tenants and participants as appropriate.

In response to questions from our supportive housing providers, HSH is providing additional clarification on how the shelter-in-place order issued by the San Francisco Public Health Department as Order No. C19-07 may impact visitors to supportive housing sites.

All individuals anywhere in San Francisco are required to shelter in place—that is, stay at home—except for certain essential activities. In order to comply with the order, tenants should not receive visitors unless they are providing essential services as defined in the health order (see Section 10 of the Order for definitions and exemptions). Tenants may still receive visitors who are supporting them to meet basic needs and provide essential services that support their health and well-being. This includes people who come to provide in-home support, food or meals, cleaning assistance, needed supplies, case management services, etc. We recommend that all supportive housing providers communicate with their staff and tenants on how they are adapting visitor policies to comply with the health order. For example, they may want to ask tenants who will receive visitors providing an essential service to provide them the information ahead of time.

Regardless, both the tenant and the visitor should practice social distancing (use hand sanitizer, wash hands thoroughly, maintain six feet distance when possible, cough/sneeze into a tissue or elbow, don't shake hands, and other appropriate protections).

Please review the FAQs that the City is updating regularly for more information and guidance on the shelter-in-place order here: <https://sf.gov/stay-home-except-essential-needs>

Thank you.

HSH Team

Update 3/20/20

Please help Link-SF stay up to date

HSH is partnering with the Tenderloin Technology Lab at St. Anthony's to maintain up-to-date information on **Link-SF**, a community directory of services that are available for people who are low-income or experiencing homelessness. In order to keep information about resources as accurate as possible during the COVID-19 crisis, we are asking for your help.

If your agency provides access to any of the following services, we want to make sure the most up-to-date information is available for the public:

Shelter

Problem Solving & Coordinated Entry

Food

Hygiene

Medical

Technology

Please **email** info@tenderlointechnologylab.org **with "LinkSF update" in the subject line** and include the following information in the body of your email:

Agency name

Service category (Shelter, Coordinated Entry, Food, Hygiene, Medical, Technology)

Address

Current open hours (may vary by service and site -- please specify)

Telephone

Website

Any additional notes

If you need assistance or have any questions, please email
laura.jessup@sfgov.org

Update 3/20/20

Social Distancing and Visitor Policies 2020-03-20

All San Francisco residents are required to follow the City's shelter-in-place order, which includes maintaining a social distance of 6 feet or more between themselves and anyone who does not live in the same unit that they do. Please encourage all staff and residents to empower themselves to stay safe and healthy by following this guidance and encouraging their neighbors to follow it. The City has a new outreach toolkit with information in multiple languages. Please post this information in all your program and housing sites, and provide copies to tenants and participants as appropriate.

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Thank you.

HSH Team

Update 3/19/20

Good evening, colleagues --

Supply Requests:

Please go to our extranet and look for the button to the right of the news stories. It says "Click here to submit request form" and if you click on it, you will see our new and functional supply request form. We ask you to use this request form, and only this request form, when you need supplies of any kind. It will get to us faster than any other method you could use.

We understand the temptation to call and email every contact you can think of, but when you make requests for supplies that way, they come back to us in many different forms, and we have difficulty keeping track of what requests have been made and which of them have been fulfilled.

We are starting to receive supplies here and to get them out to our

providers. That process will be faster if you use only the webform on the extranet for your (non-emergency) supplies requests.

(If you have any problems accessing the extranet, or if you need an invitation, please email 440turk@sfgov.org and let us know.)

Direct all emergency requests to our on-call manager number, 628-652-7798. Someone is at this number 24 hours a day, 7 days a week. Again, the process is faster if we get communications through only ONE channel.

Transit Updates:

Today BART announced that it will be reducing late night services beginning Monday 3/23. We know this will impact many staff members who work the swing and overnight shifts at our essential 24/7 programs.

We will work with BART to explore ways to minimize the impact of this service reduction.

For staff commuting from the East Bay, AC Transit will continue its overnight bus services which can hopefully be a resource for some of your staff.

AC Transit Routes:

NL: Serves Salesforce Transit Center to Downtown Oakland with 30 minute service until 12:05am

F: Serves Salesforce Transit Center to Berkeley with 30 minute service until 12:40am

O: Serves Salesforce Transit Center to Fruitvale via Alameda with 60 minutes service until 10:00pm

After midnight the regular Owl Service (800 series) operated by AC Transit will begin and bring people from San Francisco to the East Bay.

Other agencies are modifying service as well during the Shelter in Place order. 511.org is tracking transit service all over the Bay Area; check that page when you plan your alternate routes.

As we get more information on transportation, we will update the extranet page.

More news:

HUD is offering a webinar for homeless assistance providers tomorrow at 11:30am PDT (no reservation required, but they strongly suggest joining at 11:15am!). And HUD also has a COVID-19 information page focusing on COVID-19 prevention and response.

Governor Newsome has issued an executive order to extend the eligibility period for our most important benefits, including Medi-Cal and IHSS.

Thank you all!

HSH Team

Update 3/19/20

COVID-19 Positive People in Housing

Do we expect more positive COVID-19 tests to occur?

Yes. As increased testing occurs, we will see an increase in positive results. We will also begin to see positive results in clients with mild symptoms who are able to recover at home.

What if a client in my program is waiting for test results or tests positive for COVID-19?

The health department will assess their symptoms and determine if they can be sent back home to self-quarantine in place.

Will my agency be notified if someone in my program tests positive for COVID-19?

Health department staff will complete an investigation for individuals who test positive for COVID-19. The investigation will include whether the individual can self-quarantine at home.

What if someone cannot self-quarantine in their current housing due to shared bathrooms and/or kitchens?

Alternative sites for quarantine for COVID-19+ clients who lack capacity to recover at home are being launched. The priorities are first for un-housed clients to get them out of shelters and then it is anticipated that these sites will be available for clients who live in SROs with shared spaces.

What support should staff provide if someone is self-quarantining?

Staff should check in by phone with the client about changes in medical symptoms (eg problems breathing) that may require medical care as well as to identify and help coordinate necessary items (meal delivery etc).

If the person does not have a health care provider and you need to seek consultation, contact Tom Waddell Urgent Care, 50 Ivy Street and preferably call ahead (415-713-1963), or ZSFGH Urgent Care (628-206-8000).

What if I need help getting cleaning supplies?

HSH is working to procure needed supplies in order to support all of our programs. Our online form for supply requests is up on our extranet (button to the right of the news items). Fill it out as thoroughly as you can. Please try to procure supplies through your own agency first; the type and quantity of supplies that we are able to offer will vary and may be limited.

Where can I get more information?

DPH Guidance for Congregate Living Situations
San Francisco released an outreach toolkit. We have flyers, social media graphics, and fact sheets in English, 中文, Filipino, and Español for you to link to, download, and use.

Thank you!

HSH Team

Update 3/18/20

Good evening, colleagues --

We've made progress today on a number of questions that you've brought up and that we've developed here at HSH, and we expect to have some final policies and recommendations for you tomorrow or Friday.

We're also be introducing an online form to request supplies – limitations and process will be available tomorrow.

In the meantime, some reminders and links for you:

All HSH and provider staff providing essential services should review the DPH guidelines and practice social distancing during their workday. This includes maintaining a distance of 6 feet between people.

SF Food Runners are working hard to distribute food donations (which are often perishable and in need of quick distribution and consumption). Please connect with them at dispatcher@foodrunners.org and if you need additional assistance in making this connection please email 440Turk@sfgov.org.

Through the end of March, SFMTA will suspend the enforcement of 72-hour parking limit and towing, residential permit parking permits, commuter shuttles, peak-hour towaway zones, and street cleaning. MTA will continue to enforce fire hydrant zones, red and yellow zones, "No Stopping" or "No Parking" zones, parking meters, blocked driveways and double parking, and parking in bike or transit lanes. Find complete MUNI COVID-19 updates on the SFMTA website.

DPH has issued a health order mandating a moratorium on routine medical appointments and elective surgery.

Please visit [LinkSF](#) to check the hours of operation for community services and resources in your neighborhood.

[Expensify.org](#) is offering a \$50 reimbursement to anyone using SNAP to purchase

groceries while the shelter-in-place order is in effect. To apply, you need an Expensify account and an iOS or Android smartphone to run the Expensify app. <https://www.expensify.org/hunger#reimbursement>

San Francisco Superior Court will be drastically curtailing its operations for the next 30 days: nearly all trials and other proceedings will be continued, stayed, or rescheduled for from 30 to 90 days, including most eviction proceedings. See the Court's website for details.

And finally, here is the DPH Guidance for Providers, and remember to sign up for the City's alert service for official updates: text COVID19SF to 888-777.

Thank you!

HSH Team

Update 3/17/20

Good evening, colleagues --

Those of you who participated in the provider call this afternoon may remember the phone number Abigail repeated several times. But if you've forgotten it, that's OK -- here it is again: **628-652-7798**. This is our new on-call manager line for urgent COVID-19 issues. Someone will answer this number 24/7! Please use it only for **urgent** issues; remember our email address 440turk@sfgov.org is checked at least hourly from 8am to 10pm seven days a week.

440turk@sfgov.org is your contact address for everything COVID-19 related from HSH: email 440turk@sfgov.org for information about food resources (see our previous email), or to find out about available non-food supplies, or to ask for

someone to be added to (or removed from) this mailing list, or to get access to the HSH extranet -- and especially to tell us about any resources you have that you can't use right now, anything from 'non-essential' staff to extra cleaning wipes.

The DPH shelter-in-place order went into effect today. A number of questions have already come up and more will be coming -- we are working on them, and you will know the answers when we get them.

SRO updates:

We've sent you the Health Order for minimum environmental cleaning standards in a previous email. This week the Department of Public Health and the Department of Building Inspection are starting to inspect all SRO buildings that fall under this order, to be sure they're all in compliance and their residents are given as much protection as possible.

Outreach Updates:

We have now installed 30 handwashing stations, and increased servicing to twice a day cleaning & refills (10 of those stations are in shelters and Navigation Centers); we have hand sanitizer stations in a handful of shelters, and are working on getting more

We've sent the DPH outreach guidance (no link available yet, sorry) to outreach providers around the City, and we're using that guidance to work on best practices for front line staff & SFHOT, and to develop talking point handouts

The Food Task Force met today (by phone) and received updates from all free community food providers

We're working with Coordinated Entry to expedite move-ins and create space in Navigation Centers and shelters

If you don't yet receive the City's COVID-19 text alerts, sign up by texting COVID19SF to 888-777. And remember to check the DPH website for updated guidance and health orders.

Thank you all!
HSH Team

Update 3/17/20

Food Resources for Providers

Greetings, colleagues --

Just a quick note to let you know that we have food supplies available for you! Among other sources, some restaurants have offered food that they will not be able to use under the shelter-in-place order.

Please email 440turk@sfgov.org with "COVID-19 food" in the subject line to find out what is available and how to pick it up.

440turk@sfgov.org is checked from 8am to 10pm every day and is your best contact address for pretty much anything COVID-19 related at HSH. Always include "COVID-19" in your subject line and a brief description of your question, request, or offer so your message can be directed quickly to the correct person.

Thank you for all you do.
HSH Team

Update 3/16/20

Colleagues:

As you have likely now seen, the City issued a Public Health Order requiring

people to stay home except for essential needs and services. The order goes into effect at midnight tonight and is in effect until April 7th. It may be extended depending on recommendations from public health officials. Most of the programs and services provided by your organizations are deemed essential services at this time. While some of your staff will be able to work remotely, others must report to work. As you know, many HSH staff are required to report to work as well and are here to support you however we can.

The following is a description of the services that should be continued during this crisis. Please note that this was prepared quickly and is likely to change. We can discuss this on the 4pm call tomorrow.

OUTREACH & CASE MANAGEMENT

Outreach and mobile case management services are considered essential and should continue with a focus on COVID-19, as per the guidelines issued by DPH. HSH will continue to provide guidance and materials for outreach workers, including screening questions related to the coronavirus. All staff engaged in outreach should report to work. This includes outreach workers, case managers and mobile services staff funded by any HSH contract.

TRANSPORTATION, SECURITY & HYGIENE SERVICES

Services related to transportation of clients, providing security (such as security guards at shelters, community ambassadors around navigation centers, etc.) and hygiene services (hand washing stations, pit stops, etc.) are considered essential services and should continue.

SHELTER & DROP-IN CENTERS

All shelters, navigation centers, transitional housing, vehicle triage centers and drop-in centers are considered essential services and should continue. HSH will continue providing guidance, including screening questions for guests, as the situation evolves. All operations and social services are expected to continue. However, community events and large meetings should be cancelled. Food should be provided according to guidance issued by DPH.

COORDINATED ENTRY, PROBLEM SOLVING & ACCESS POINTS

Unless approved by HSH, all Access Points should remain open. Clients should be allowed to use the restrooms and hygiene facilities. However, intakes, assessments, problem-solving and housing navigation can be done remotely as appropriate. Housing is considered an essential service and we need to continue to move clients into housing as quickly as possible. HSH will provide guidance on screening questions and protocols.

HOMEWARD BOUND

Helping people find a safe place to live is an essential service and thus this program will continue until further notice. However, City staff will be doing outreach in conjunction with HOT and at our shelters/navigation centers rather than out of the general assistance office.

RAPID REHOUSING

Providing housing opportunities is an essential services and rapid rehousing programs should continue with the following modifications. Intake: conduct over the phone. Home visits: modify service delivery and conduct by phone. Unit inspections for new housing: unit inspections can proceed but maintain more than arm's length distance. Move-in's of new families: please proceed with move-ins and ask families if they are feeling sick prior to the move-ins. Re-schedule if families are feeling sick and support them with contacting their healthcare provider by phone. Intake and social services can be done over the phone.

PERMANENT SUPPORTIVE HOUSING

Permanent housing is an essential service. Move-in's and regular operations should continue with some modifications. All community events should be cancelled, and food should only be provided according to DPH guidance. On-site support services are also considered essential to keeping residents safely housed, but you can reduce the number of on-site services' staff as appropriate. SFHA will continue to process vouchers but will likely allow you to conduct your own HQS inspections. We will soon provide screening questions for applicants and new tenants related to COVID-19. However, there is no reason to stop moving in new tenants at this time Note that we will focus on housing the approximately 150

clients who are “document ready” as it will be difficult if not impossible to get documents during the next few months (though we will still do coordinated entry intakes and assessments). Finally, we have been asked about non-essential visitors and are working on developing guidance this week.

HOUSING LADDER

The housing ladder program will continue processing applications for new units. However, we do not expect any placements to become available during the next ninety days.

OTHER

Here are a few other miscellaneous items:

1. Please remember to cancel all groups and meetings
2. While some of your staff will need to come to work to ensure continuation of these essential services, those who can work remotely should do so
3. We are working on getting a large quantity of cleaning and other supplies for shortages – stay tuned for more details
4. We will be surveying all agencies to estimate staffing needs and will try to develop a plan to help you fill gaps
5. We are setting up a hotline to answer your questions and provide assistance in a timely manner
6. Please be patient – all policies we issue have to be approved by public health officials and they are incredibly busy; however, we have heard your questions and are working diligently to come up with the appropriate guidance.

Please note that the City will continue to provide guidance on minimizing the health risks for your employees and clients consistent with Department of Public Health recommendations and occupational health standards. In addition, HSH

will continue to update you via daily emails and 4pm conference calls on Tuesdays and Thursdays.

As you know, in the case of a Mayor declared emergency, grantees are asked to make a good faith effort to continue to provide services. We need these essential services to continue and encourage you to be creative and flexible in doing so. We are all very committed to this work and our clients; together we will find a way to get through this difficult time. Thanks for all you do!

HSH Team

Update 3/16/20

Dear colleagues:

As you saw earlier today, there is a shelter-in-place order for the City and County of San Francisco going into effect tonight at midnight and extending to at least 7 April 2020. Shelter-in-place orders are also going into effect tonight in five other Bay Area Counties.

Where to get information:

The numbers about COVID-19 in San Francisco: 40 cases, 0 deaths. This information is updated every day at 10:00am on the DPH Coronavirus page. This page also includes links to all the DPH health orders and DPH press releases, as well as a lot of other coronavirus information.

Keep track of the State of California Coronavirus guidance at the State Department of Health website.

Sign up for official San Francisco updates texted to your phone by texting COVID19SF to 888-777.

Updates from our Outreach Team:

SFHOT Case Management and Outreach Teams are still working full time on COVID-19 outreach efforts. We are offering essential services to our unsheltered neighbors and will continue to do so!

We are working in collaboration with community providers and HSH staff to track donations, coordinate pick ups, and distribute essential resources and supplies.

The 30 hand washing stations throughout SF are experiencing a HIGH usage rate and HSH is working with the vendor to increase servicing and refills, in addition to requesting staff to monitor the stations as much as possible.

Collaborating with DPW to install trash cans near the hand washing stations.

Installed 10 wash stations inside shelters and navigation centers over the weekend.

Identifying businesses willing to donate hand sanitizer stations and coordinating pick ups/delivery to shelters and community programs.

Encouraging folks in tents to shelter in place and, whenever possible, limit the number of folks in tents in order to avoid the spread of droplets caused by coughing/sneezing.

Masks:

Temporary Shelter, Navigation Center, Resource Centers with chairs/mats, and Transitional Housing providers – HSH has acquired a limited number of surgical masks (not N-95) for distribution to temporary shelter programs! We are prioritizing masks for programs that have congregate settings, and we are considering the capacity of your program to determine the number of masks you can receive. Please do not pick up masks if you already have a supply at your program.

These masks should only be provided to clients/participants who are actively sick (cough/respiratory issues). If you are concerned that someone has COVID-19, please also follow the DPH guidelines and call DPH for medical screening.

Instructions to obtain masks for your shelter program:

Call SFHOT dispatch at 415-470-4290 during the following hours:

Monday through Friday 8am – 10pm

Saturday and Sunday 10:30am – 9pm

Inform SFHOT dispatch when you can go by 50 Ivy St. to pick up your masks

If you cannot pick them up, ask SFHOT dispatch if they can deliver to your program

Remember, those of you who are on the calendar invitation, that the provider call is tomorrow at 4:00pm.

Please email 440turk@sfgov.org for any questions or requests about these emails.

Thank you!

HSH Team

Update 3/16/20

As you have likely now seen, the City issued a Public Health Order requiring people to stay home except for essential needs and services. The order goes into effect at midnight tonight and is in effect until April 7th. It may be extended depending on recommendations from public health officials. Vulnerable populations must stay home. Everyone should stay home except to get food, care for a relative or friend, get necessary health care, or go to an essential job.

Read the full Public Health Order (PDF) [here](#).

And read the stay-at-home FAQs [here](#).

Update 3/13/20

Dear Colleagues,

Welcome to today's COVID-19 update.

There has been a **change in instructions from DPH** about who to contact if a program participant needs medical screening for COVID-19. Please do **not** call 311.

If the person has reason to believe they may have been exposed to COVID-19, they should contact their healthcare provider before seeking care. If the person does not have a health care provider, they can seek care at Tom Waddell Urgent Care, 50 Ivy Street and preferably call ahead (415-713- 1963), or ZSFGH Urgent Care (628-206-8000).

If none of the above options are available, call 911 for screening.

Please review the updated COVID-19 Interim Guidance from DPH for Individuals Experiencing Homelessness. It is linked on the DPH website [here](#).

HSH issued a letter to all Permanent Supportive Housing providers outlining requirements that are in effect during the City's declared emergency response to COVID-19. Please contact your HSH Program Manager to confirm compliance with these requirements **no later than 5pm on Tuesday, March 17**.

Mayor London Breed issued a press release announcing a **moratorium on residential evictions related to financial impacts caused by COVID-19**. The moratorium will prevent any resident from being evicted due to a loss of income related to a business closure, loss of hours or wages, layoffs, or out-of-pocket medical costs caused by the COVID-19 pandemic.

Outreach updates:

20 hand wash stations outside in the community

10 hand wash stations for inside shelters

Working on putting hand sanitizer stations in shelters and navigation centers

SFHOT continuing to increase outreach efforts, monitoring hand wash stations, and tracking all services

Hope to have specific guidance for Outreach workers from DPH in the coming days

Food task force had a conference call today to gather updates re: community service providers

Glide temporarily suspended services but will re-open on Monday

Masks:

Temporary Shelter, Navigation Center, Resource Centers with chairs/mats, and Transitional Housing providers – HSH has acquired a limited number of **surgical masks (not N-95)** for distribution to temporary shelter programs. We are prioritizing masks for programs that have congregate settings, and we are considering the capacity of your program to determine the number of masks you can receive. Please **do not pick up masks if you already have a supply** at your program.

These masks should only be provided to clients/participants who are actively sick (cough/respiratory issues). If you are concerned that someone has COVID-19, please also follow the DPH guidelines and call DPH for medical screening.

Thank you!

HSH Team

Update 3/12/20

Dear Colleagues,

Welcome to today's COVID-19 update.

DPH continues to issue guidance and recommendations as the situation regarding COVID-19 continues to evolve. Continue to check the DPH website regularly for [alerts](#) and new [guidance](#) using these links.

Please review the following new guidance from DPH issued 3/11/2020:

[Preventing Spread of COVID-19 Among People Experiencing Homelessness](#)

[Public Health Recommendations Regarding Social Distancing](#)

[Preventing Spread of COVID-19 in Community Congregate Living Settings for Those Who are Housed in Private Rooms](#)

This document includes guidance for PSH, SRO and private room shelter settings. HSH is issuing a letter to all PSH contractors regarding these recommendations and our requirements.

[Minimum Environmental Standards for Business, Schools and SRO Settings](#)

Thank you!

HSH Team

Update 3/11/20

Dear Colleagues,

Welcome to today's COVID-19 update.

If you have a client or resident who does not have a PCP or access to a medical provider and needs to be screened for COVID-19 because they are experiencing symptoms, DPH recommends calling 311. 311 is available 24/7.

Supportive Housing Providers

Thank you to everyone who participated in the Supportive Housing Providers meeting on March 10. SFDPH released new guidance today for Permanent Supportive Housing (PSH), SROs and shelter or transitional housing with private rooms today; we will send the link once it is posted on the DPH website. HSH will be sending additional clarification on this in tomorrow's email update. We greatly appreciate all that you are doing to support residents and staff.

As discussed yesterday, DPH is issuing a Public Health Order for minimum environmental cleaning standards in SROs. This can be found [here](#), and attachment A can be found [here](#). Further communication will be going out to SRO sites with specific guidance around complying with the Health Order.

In order to support them with managing capacity related to the COVID-19 response, Meals on Wheels is asking supportive housing sites if they are able to accept a group delivery for their location (meals and Wednesday grocery deliveries). If you are able to do that, please email Ann at aquaintance@mowsf.org and provide her with the name/address of your site, contact person at that site and their contact information (phone and email).

The Controller's Office issued the following statement for City departments and nonprofit service providers:

"The Controller's Office is issuing policy guidance to City departments and nonprofit service providers to help ensure continuity of payment in the event of disruptions related to COVID-19. This guidance may be updated periodically as the response to COVID-19 changes.

"Nonprofit suppliers deliver essential services to San Francisco residents on behalf of and funded by the City and County of San Francisco. Due to the public

health emergency related to COVID-19, certain programs may be required to close or cancel services or suffer other disruptions, which could have implications for cash flow, as the City typically only pays for actual services rendered.

"It is the City's intent to support the sustainability of nonprofit suppliers by continuing to provide full or partial payment in the event of programmatic closures that are in accordance with official public health recommendations. The policy outlines key considerations and operational procedures.

"View the policy on our website at: <http://openbook.sfgov.org/webreports/details3.aspx?id=2806> "

Note from HSH Policy & Legislative Affairs:

The Census Training tomorrow, Thursday March 12th, 10am - 12pm has been MOVED TO A VIRTUAL MEETING:

Training for the 2020 Census hosted by OCEIA for providers who serve people experiencing homelessness or formerly homeless individuals has been moved to a virtual meeting via Zoom. Please ensure your organization's identified representative has this updated meeting information: <https://zoom.us/meeting/register/vJIsdeqqrzMqFqqPcV3FTmyOwSB40X9DUQ> . This training will also be taped and shared on HSH's Extranet for future reference.

More information about the Extranet and how to access it will be provided in tomorrow's email update.

Thank you!

HSH Team

Update 3/10/20

Dear Colleagues,

Welcome to today's COVID-19 update.

If you have a client or resident who does not have a PCP or access to a medical provider and needs to be screened for COVID-19 because they are experiencing symptoms, DPH recommends calling 311. 311 is available 24/7.

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More information about the Extranet and how to access it will be provided in tomorrow's email update.

Thank you!

HSH Team

COVID-19 Daily Update 2020-03-10

Dear Colleagues,

We want to share a few brief updates on the City's COVID-19 response with our providers and community partners.

Tomorrow 3/11 there is a COVID-19 Information Session for temporary shelter providers (shelter, Navigation Center, transitional housing, resource centers with beds, and stabilization) happening from 1:00 – 2:30 pm via WebEx or in person at 440 Turk. Please have at least one person per shelter program attend and reply to the Outlook invitation.

We are preparing to deploy handwashing stations at large shelter sites to allow greater access to handwashing in community spaces in these shelters. We will be coordinating with shelter providers around implementation.

We are working on procuring additional cleaning/janitorial resources for the shelter system.

Please complete our surveys!

Complete the [COVID-19 Response Assessment for PSH](#) for each supportive housing site your organization operates, whether funded through HSH or not.

Complete the [COVID-19 Response Assessment for Temporary Shelter](#) for each temporary shelter, navigation center, transitional housing, stabilization program, and resource center that your organization operates, whether funded through HSH or not.

Thank you all!

HSH Team

COVID-19 Daily Update 2020-03-09

Dear Partners,

We want to share a few brief updates on the City's COVID-19 response with our providers and community partners. Mayor London Breed issued a [press release](#) this afternoon outlining some of the efforts under way to increase support and protections for people experiencing homelessness and living in congregate settings including SROs.

The DPH guidance for People Experiencing Homelessness can be found [here](#). Please note that DPH will be updating this guidance (including tonight) so please check the link for current information. The DPH Covid-19 general information page is [here](#), with additional guidance for residents, businesses and providers and a counter tracking SF cases [here](#).

HSH deployed 10 handwashing stations around the City over the weekend, and will be deploying 10-20 more this week. A current map of the current handwashing stations and Pit Stops here:

[PowerBI Map](#)

[Google Map](#)

Upcoming meetings include the following:

HSH Covid-19 Provider call Tuesday, March 10 at 4pm

Supportive Housing Providers meeting Tuesday, March 10 at 1pm

Temporary Shelter Providers meeting Wednesday, March 11 at 1pm

COVID-19 Update - March 6, 2020

Colleagues:

Thanks to those who were on the call today. There will be another call at 4pm on Tuesday. Please send any questions you have to 440turk@sfgov.org and we will try to answer them on Tuesday. Attached is a press release from the Mayor's Office with important recommendations. Below is some information from the HSH staff members taking the lead on this issue.

We are still expecting to get the official DPH guidelines for shelters/congregate settings released today. But, in the meantime, here is some basic recommendations that are already documented on the DPH website ahead of the afternoon call and release of more DPH guidelines.

Here are the basic recommendations we think can be sent out to all HSH programs right now:

- Post current information and flyers found on DPH website www.sfdph.org or www.sf72.org and the CDC's website <https://www.cdc.gov/coronavirus/2019-ncov>
 - Programs can also pick up printed informational flyers at 440 Turk
- Encourage hand hygiene and respiratory etiquette by all participants, visitors, and employees
 - Wash hands often with soap and water for at least 20 seconds, including fingernails
 - Make hand sanitizer available in appropriate locations when supplies are available
 - Cover your cough
 - Get a flu shot to avoid flu symptoms
- Restrict employees from working while ill
- Enhance cleaning of common areas and participant spaces
 - Make sure all surfaces are wiped with disinfectant at least daily and as needed, and high-touch surfaces (doorknobs, handrails, elevators, bathrooms) every 4 hours

- Further cleaning guidance from DPH [here](#)
- Ensure program supplies are adequately stocked, such as soap and other cleaning products
- Contact your primary care provider or DPH health services if you want to discuss your symptoms