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 is may be helpful for homeless services in other communities work to care for the most vulnerable during this public health emergency.

Updater 4/29/20

Dear Colleagues,

Welcome to today's COVID-19 update.

**COVID-19 Alternative Housing Program Data Tracker**

Mayor London N. Breed, the Human Services Agency (HSA) and the Controller’s Office today announced the release of new data integrated in the San Francisco COVID-19 Data Tracker regarding the COVID-19 Alternative Housing Program. The detailed data, which will be updated daily, outlines efforts by the City to establish temporary emergency housing and shelter options for vulnerable populations, individuals directly affected by the coronavirus, and critical frontline workers.

**Stay Home Order Extended Through End of May**

Mayor London N. Breed and Director of Health Dr. Grant Colfax today announced that San Francisco and six other Bay Area jurisdictions will extend the Stay Home Orders through the end of May in order to maintain progress on slowing the spread of the coronavirus. The new Stay Home Order will go into effect at 11:59 pm on May 3, 2020.

This document compiles important resources for service providers in the Homelessness Response System regarding COVID-19. Click here for a PDF of the 4/28/2020 update emailed yesterday.

Thank you and take good care!

HSH Team

Update 4/28/20


This document compiles important resources for service providers in the Homelessness Response System regarding COVID-19. It will be updated as needed.

CityTestSF
Appointment-only COVID-19 testing sites for any San Francisco adult or essential worker with symptoms. Testing is conducted at six locations throughout the City. There are options for those with and without health insurance. See this flyer for all info on site locations and how to schedule tests.

SDFPH COVID-19 Clinician Consultation Line: (415) 554-2830 Available 24/7
Contact this DPH clinical consultation line for evaluation/prioritization for testing. They will advise on next steps, provide testing/guidance/appointment/location, arrange for transportation if needed.

Shelter DPH Medical Intake: (628) 652-2820
Medical Intake is another resource for consultation regarding clients that present symptoms. Callers will reach a nurse or medical provider who will ask additional questions. Some clients will be cleared to stay at the shelter. For others that require a further assessment, a nurse or doctor will come to your site and if necessary, will arrange transportation for testing and/or isolation.

DPH Social Needs Assessment/Planning (SNAP) line: 628-652-2810
Call to consult with DPH social workers to develop a support plan for tenants who are self-isolating in their unit. DPH social workers can speak to patients by
phone and refer to resources such as delivery of food or other supplies, or work with onsite support staff to develop a support plan. This number is for housing and service providers only. Please do not share with tenants/clients.

**Isolation Rooms**
If a client has a positive test result, is a ‘Person Under Investigation’, or has symptoms of COVID and is unable to self-quarantine, social service and health care providers may seek consultation and/or request a room to isolate the client by completing a web-based isolation and quarantine referral here: [https://covid19isorequest.getcare.com/referral](https://covid19isorequest.getcare.com/referral). Please note: Clients cannot request an isolation room for themselves.
If the client does not have a health care provider for consultation or a referral, please these options are available:

- Tom Waddell Urgent Care, 50 Ivy Street: (415) 713-1963
- ZSFGH Urgent Care: (628) 206-8000
- COVID-19 Clinical Consult Line: (415) 554-2830
- If a COVID positive individual leaves self-quarantine: (415) 608-1515 (AMA Recovery Line) or [covid19amarecovery@sfdph.org](mailto:covid19amarecovery@sfdph.org)

**SRO/HSH Community Contact**  415-855-1180  SROsites@sfdph.org
Call for questions about DPH guidelines and recommendations for addressing COVID-19 in SROs and affordable housing. The Community Contact(s) sends notifications about COVID-19 cases in SROs and HSH/PSH sites to building managers and can answer follow up questions and direct building managers/staff to resources or the appropriate subject matter expert.

**SRO Cleaning**
*Provided through the SF Affordable Housing Collaborative (an EOC group)*
The city is providing support to single room occupancy (SRO) hotels and other affordable housing sites during the COVID-19 crisis.

- General Contact: (415) 855-1180, AffordableHousingEOC@SFGov.org
- Janitorial Services: CleaningServicesEOC@SFGov.org
Cleaning Supplies:
Through the Affordable Housing Collaborative group, the city is providing free supplies to Affordable Housing locations for use within the common areas of buildings. Types of cleaning supplies include:

- Disinfectants – Bleach, Clorox, Simple Green, etc.
- Sanitizers – Hand soap, hand sanitizer, baby wipes, etc.
- Personal protective equipment (PPE) – Gloves, masks, shoe covers, etc.
- Cleaning equipment – Mops, cleaning rags, etc.

If cleaning supplies are needed for any of your SRO or Permanent Supportive Housing (PSH) sites, please complete this Cleaning Supply Intake Form. If you have questions related to supplies please email CleaningServicesEOC@SFGov.org. After reaching out to the Affordable Housing EOC team, supplies may be delivered to your location by the Taskforce staff.

Permanent supportive housing providers should follow this process to submit a supply request for cleaning supplies or related PPE at your PSH sites. If the Affordable Housing EOC group is not able to fulfill your request, or if you are not contacted within one business day to follow up on your request, HSH providers should submit a supply request via the HSH process using the HSH Supply Request link on the HSH extranet and indicate in the notes section when you submitted the request to the EOC group and the results of that request.

Janitorial Services:
The city is providing free janitorial services to clean common areas of affordable housing buildings for one (1) week provided that the owner/operator signs an agreement with the city stating they will maintain the same level of cleaning for the remainder of the COVID-19 crisis following the janitorial service week.

Food
The City has launched two centralized food information resources to help people connect with food resources:

- Call 311
- Go to the Citywide website: https://sf.gov/get-food-resources

Additional Resources
HSH On Call Manager: (628) 652-7798, Answered 24/7
Phone number for Homeless Response System providers for emergencies/urgent consultation needs (including reports of confirmed COVID positive cases at your site(s))

440Turk@sfgov.org

- HSH email for non-urgent/emergency COVID related questions, including documenting questions raised on HRS Provider calls

HSH Provider Extranet

- https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers

SFDPH - COVID-19 information hub


SFDPH COVID-19 information for healthcare providers


For Behavioral Health System clients: BHS COVID-19 Medical Team: (415) 254-0843 (M-F, 8:30a-5p) Available for urgent consultation around issues related to positive screen (i.e., patient doesn’t want to get tested, patient doesn’t want to go to isolation, program doesn’t want to take Person Under Investigation back, etc.)

Update 4/27/20

Dear Colleagues,

Welcome to today’s COVID-19 update.

Updated DPH Guidance

In addition to updated Congregate Housing Guidance and FAQs, included in our 4/20 email, please see the following DPH updates:
Interim Guidance: Preventing and Managing COVID-19 Transmission among People Experiencing Homelessness. See also: outreach flyer.

COVID-19: Cleaning and Disinfectant Safety & Approved Disinfectants

For Non-Healthcare Businesses & Community Organizations: What to do if Someone at the Workplace Tested Positive for COVID-19

See this website for a chronological list of DPH Information and Guidance. This information is also posted on the DPH Guidance section of the extranet.

COVID-19 Testing

Testing is available for anyone in San Francisco. See https://sfgov1.sharepoint.com/:b:/r/sites/HOM-Ext-Providers/Shared%20Documents/patient%20facing%20CityTestSF-flyer-042720.pdf?csf=1&e=qp0qpWthis flyer with the most recent testing information. Or visit http://sf.gov/citytestsf to get screened and schedule a test at CityTestSF.

Be well!

HSH Team

Update 4/24/20

Dear Colleagues,

Welcome to today’s COVID-19 update.

#HRSHeroes

Thank you so very much for your contributions to the #HRSHeroes social media campaign. The powerful photos, stories and anecdotes you provide bring to life our shared mission and connect the community to your amazing work.

Please continue your contributions to our content pipeline by emailing in your photos/stories to 440Turk@sfgov.org. Your contributions are the heart of this campaign and we appreciate and value your partnership.

SF DAS Emergency Back-Up Home Care Program
In response to the COVID-19 pandemic, the Department of Disability and Aging Services (DAS) created the Emergency Back-Up Home Care Program to keep older adults and people with disabilities safe and healthy in their homes during the COVID-19 pandemic.

Please find information about the program and how to make a referral here. See this document for more detail. Please share with those who could use the services.

Thank you for all you do!

HSH Team

Update 4/23/20

Welcome to today’s COVID-19 update.

Updated CDC Guidance

The Centers for Disease Control and Prevention (CDC) updated the Interim Guidance for Homeless Service Providers to Plan and Respond to Coronavirus Disease 2019 (COVID-19) on 4/21/2020 to reflect the following:

- Revisions to document organization for clarity
- Description of “whole community” approach
- Description of considerations for facility layout
- Description of considerations for facility processes
- Revisions with the understanding that many people might be asymptotically infected with COVID-19
- Clarification of cloth face covering use by clients and staff
- Clarification of personal protective equipment use by staff

Click here for a PDF of the document.

Recent Changes in CAAP Benefits for People Experiencing Homelessness
Starting March 24 CAAP began paying up to $588 per month to new CAAP applicants who are experiencing homelessness when no shelter space is available. CAAP applicants can request the full cash aid amount, 415-558-2227 or apply online here. See Bay Area Legal Aid’s flyer for more information.

With gratitude,

HSH Team

**Update 4/22/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

**Interim Shelter Reservation and Extension Policy – Revised 4/22/2020**

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. This information is also available on our extranet.

**Racial Trauma and Self-Care during COVID-19 – Cost Free Online Training – Monday, April 27, 2020, 10:30am - 11:30am**

The COVID-19 pandemic has left us coping to rapidly-changing realities as we continue to try to care for ourselves, our loved ones, and the communities we serve. If you have been noticing a spike in your stress, anxiety, and fear amidst this time, know that you are not alone. Please join us in this workshop as we discuss Anti-Racism and Self-Care in the context of COVID-19.

Learning objectives:

- Identify the intersections of racial trauma, scapegoating, and the “coronavirus racism”
- Describe how burnout, secondary traumatic stress, and vicarious trauma may be exacerbated in times of public crises

Monday, April 27, 2020, 10:30am - 11:30am
REGISTRATION IS REQUIRED - REGISTER HERE

*event is eligible for 1 CEU!*

*NICOS Chinese Health Coalition is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs, and/or LEPs. NICOS in addition is able to provide Continuing Education Units (CEU) for the following Alcohol and other Drug Counselor Certifications: CAADE (#CP10726C0819), CADC, CAS (#4C-13-206-0915), and CADTP(CADTP#143). NICOS maintains responsibility for this program/course and its content. Certificates will be e-mailed to participants following the event. It is the responsibility of the attendee to verify with their licensing and certifying institutions whether this event meets the CEU requirements for their certification/license.

Accessibility Needs

Persons with disabilities who anticipate needing accommodations or who have questions about or require publications in Braille, large print, video description, diskette, and audiotape as a disability-related reasonable accommodation may email Kat Alvarado at akalvarado@nicoschc.org.

Other Questions

If you have any questions, please feel free to contact Kat Alvarado at akalvarado@nicoschc.org.

This event is organized by NICOS Chinese Health Coalition, with support from the San Francisco Department of Public Health.

Help Ensure Unhoused Neighbors Get Their Stimulus Checks

Partners at Community Solutions has put together resources to support people experiencing homelessness in accessing their stimulus checks. The IRS Announced that the stimulus checks will be sent in the coming weeks. Here are some helpful resources

1. The Internal Revenue Service announced a new feature that allows people who don’t normally file taxes to provide their information so they
can receive their stimulus check. The new tool is designed for people who do not normally file taxes, including people with low to no income. People using this process will need to provide:

- Social Security number
- Name
- Address
- Dependents (if applicable)
- Bank or financial account information (if not provided, your check will be mailed)

The IRS is also currently developing a process for tax filers to provide bank information so their stimulus check can be deposited directly into their bank accounts. That feature is expected to be ready next week. If bank information is not provided, stimulus checks will be printed and mailed, which will extend the process for people to receive their stimulus payments. **IRS NON-FILERS FORM**

2. What information can be provided if someone does not have a permanent address?

- They can use a trusted relative’s or friend’s address.
- If they are affiliated with a shelter or work with a shelter that provides supportive services, they can use that address, with permission from the shelter.
- If they receive benefits provided through a state agency, they can often use this address as well.

3. What are the options for someone who does not have a bank account?

- They can provide one of the addresses listed above, which the IRS can use to mail a paper check.
- They can open a bank account or use a debit card number.
- **Some banks offer no-fee/no-minimum bank accounts**, and many states provide debit cards that are friendly to low-income people.
• The IRS is also looking into providing debit cards for people to receive their payments.

Take good care,

HSH Team

Update 4/21/20


This document compiles important resources for service providers in the Homelessness Response System regarding COVID-19. It will be updated as needed.

**SFDPH COVID-19 Clinician Consultation Line: (415) 554-2830 Available 24/7**

Contact this DPH clinical consultation line for evaluation/prioritization for testing. They will advise on next steps, provide testing/guidance/appointment/location, arrange for transportation if needed.

**Shelter DPH Medical Intake: (628) 652-2820**

Medical Intake is another resource for consultation regarding clients that present symptoms. Callers will reach a nurse or medical provider who will ask additional questions. Some clients will be cleared to stay at the shelter. For others that require a further assessment, a nurse or doctor will come to your site and if necessary, will arrange transportation for testing and/or isolation.

**Isolation Rooms**

If a client has a positive test result, is a ‘Person Under Investigation’, or has symptoms of COVID and is unable to self-quarantine, social service and health care providers may seek consultation and/or request a room to isolate the client by completing a web-based isolation and quarantine referral here: https://covid19isorequest.getcare.com/referral. Please note: Clients cannot request an isolation room for themselves.

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- ZSFGH Urgent Care: (628) 206-8000
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If a COVID positive individual leaves self-quarantine: (415) 608-1515 (AMA Recovery Line) or covid19amarecovery@sfdph.org

SRO/HSH Community Contact 415-855-1180 SROsites@sfdph.org
Call for questions about DPH guidelines and recommendations for addressing COVID-19 in SROs and affordable housing. The Community Contact(s) sends notifications about COVID-19 cases in SROs and HSH/PSH sites to building managers and can answer follow up questions and direct building managers/staff to resources or the appropriate subject matter expert.

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Cleaning Supplies:
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- Disinfectants – Bleach, Clorox, Simple Green, etc.
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If cleaning supplies are needed for any of your SRO or Permanent Supportive Housing (PSH) sites, please complete this Cleaning Supply Intake Form. If you have questions related to supplies please email CleaningServicesEOC@SFGov.org. After reaching out to the Affordable Housing EOC team, supplies may be delivered to your location by the Taskforce staff.
Permanent supportive housing providers should follow this process to submit a supply request for cleaning supplies or related PPE at your PSH sites. If the Affordable Housing EOC group is not able to fulfill your request, or if you are not contacted within one business day to follow up on your request, HSH providers should submit a supply request via the HSH process using the HSH Supply Request link on the HSH extranet and indicate in the notes section when you submitted the request to the EOC group and the results of that request.

Janitorial Services:
The city is providing free janitorial services to clean common areas of affordable housing buildings for one (1) week provided that the owner/operator signs an agreement with the city stating they will maintain the same level of cleaning for the remainder of the COVID-19 crisis following the janitorial service week.

Food
The City has launched two centralized food information resources to help people connect with food resources:

- Call 311
- Go to the Citywide website: https://sf.gov/get-food-resources

Additional Resources
HSH On Call Manager: (628) 652-7798, Answered 24/7

- Phone number for Homeless Response System providers for emergencies/urgent consultation needs (including reports of confirmed COVID positive cases at your site(s))

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- HSH email for non-urgent/emergency COVID related questions, including documenting questions raised on HRS Provider calls

HSH Provider Extranet

- https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers

SFDPH - COVID-19 information hub

**SFDPH COVID-19 information for healthcare providers**


For Behavioral Health System clients: BHS COVID-19 Medical Team: (415) 254-0843 (M-F, 8:30a-5p)

Available for urgent consultation around issues related to positive screen (i.e., patient doesn’t want to get tested, patient doesn’t want to go to isolation, program doesn’t want to take Person Under Investigation back, etc.)

**Update 4/20/20**

Dear Colleagues,

Welcome to today’s COVID-19 update.

**New Public Health Order: Face Coverings**

On April 17, the City and County of San Francisco issued a new Public Health Order requiring residents and workers wear face coverings at essential businesses and in public facilities, on transit, and while performing essential work. [Please see here for more information](https://www.sfcdcp.org/infectious-diseases-a-to-z/coronavirus-2019-novel-coronavirus/coronavirus-2019-information-for-healthcare-providers/).

This complements the stay-at-home order requiring residents shelter in place, with the only exception for essential needs, which was extended through May 3, 2020 in order to slow the spread of coronavirus and preserve critical hospital capacity. The stay-at-home order is a complement to the indefinite statewide stay-at-home order issued by Governor Gavin Newsom earlier this month. [Link to the order here.](https://www.sfcdcp.org/infectious-diseases-a-to-z/coronavirus-2019-novel-coronavirus/coronavirus-2019-information-for-healthcare-providers/)


**Updated Congregate Housing COVID Guidance and FAQs**

**Older Adults**

Precautions and activities for anyone over 60 during the COVID-19 outbreak, visit: [https://sf.gov/stay-healthyOLDER-adults](https://sf.gov/stay-healthyOLDER-adults)

Department of Disability and Aging Services helpline is now open seven days a week to older adults and adults with disabilities to provide with everyday tasks as well as connect people with volunteers who can help. Call 415-355-6700 or [http://sfhsa.org/covid-das](http://sfhsa.org/covid-das)

**Residential Eviction Moratorium Update**


We have attached a flyer for property managers to post in their buildings letting tenants know about this citywide moratorium. Please note that in most cases, landlords may not attempt to evict tenants while the moratorium is in effect. For additional guidance and resources for Tenants and Landlords, please see [https://sf.gov/information/about-residential-eviction-moratoriums-due-covid-19](https://sf.gov/information/about-residential-eviction-moratoriums-due-covid-19)

**COVID-19 Testing Expanded to Contract and Nonprofit Partners**

Thank you for your hard work and support of The City’s efforts to fight the coronavirus. We are so thankful for your partnership and grateful for your collaboration during this unprecedented public health crisis.

The City has been working hard to rapidly expand testing capacity to include all essential and frontline workers that provide the same types of services as city employees during this pandemic. We want to ensure all frontline and essential employees that leave their homes every day to serve our residents have an easy and accessible option for testing.

We are expanding testing to our contract and non-profit partners’ employees who represent the frontline essential workforce. Frontline and essential workers include but are not limited to healthcare, public safety, social work, janitorial, food service, transit, delivery, support, among others.
This testing is for symptomatic frontline and essential workers who leave their homes to do their work and:

- they work directly with people who are homeless, or who have serious medical conditions, or who are over age 60; or
- they interact in person with members of the public; or
- they cannot maintain social distancing at their jobs.

We want our frontline and essential workforce to test as early as possible when symptoms emerge to receive the care they need and to reduce the spread of infection. The symptoms associated with coronavirus may include fever, cough, sore throat, shortness of breath, loss of smell, chills, body aches, headache, fatigue, diarrhea, runny nose, and congestion.

**This test detects if an individual has the virus at the time of the test.** However, it does not test for immunity or if someone had the virus in the past. Furthermore, if the test is negative, a person must remain cautious as they can still be infected if exposed to the virus after testing. Results will be available within a 24 to 48-hour time.

If one of your staff receives a negative test but is still experiencing symptoms, please encourage them to be retested. They may have contracted the virus after being tested, or in some cases, they may have received a false negative because the tests are not perfectly accurate.

If you or a member of your essential staff is experiencing symptoms and wants to be tested, please visit this site to learn more and to sign up for a test.

The Department of Public Health continues to follow the science closely to make science-based recommendations for appropriate testing protocols to fight the spread of COVID-19. DPH’s recommendations on criteria for testing continue to evolve and expand based on the science. Our testing criteria will keep pace with DPH’s guidance.

Expanding San Francisco’s testing capacity is critical to mitigating the spread of the virus and for supporting our frontline workers. We encourage you to proactively engage your employees on the availability of testing when symptomatic. Please note, translated materials are being developed.
We are in this together and we thank you for your tenacity, flexibility and dedication during this pandemic.

With gratitude,

HSH Team

**Update 4/17/20**

Dear Colleagues,

Welcome to today’s COVID-19 update.

**DPH Updated Screening Instructions & Tool**

DPH has updated their shelter and outreach COVID-19 screening tool for easier use by front line staff. [This tool and additional guidance is also available on the extranet](https://extranet.sfgov.org/health) and replaces the previous guidance.

Continue to check the DPH website regularly for alerts and new guidance.

**Meal Delivery Program for People Experiencing Homelessness in SF**

The San Francisco Department of Homelessness and Supportive Housing (HSH) and The Salvation Army today announced the creation of a meal delivery program, [MealsinPlaceSF](https://www.sfgov.org/hsh/meal-delivery-program), to prepare and deliver meals to people experiencing homelessness and living in encampments in San Francisco. The goal of this program is to minimize COVID-19 exposure by supporting people living in encampments and increasing their ability to shelter in place.

**CityTestSF**

The City recently launched the first City-sponsored COVID-19 Testing Site, called CityTestSF. We are pleased to announce that this service is now available to City Contractors and Nonprofit Partners who provide essential services. Having easy access to testing for our essential workforce is a critical next step in fighting the spread of COVID-19. Preventing the essential workforce from becoming infected is our key priority. This additional access to testing will mean that workers who do become infected can be identified earlier and get the care they need right
away. Having access to testing right away when symptoms appear, reduces the spread of the virus and keeps us all safer. Please note that testing is for your staff demonstrating symptoms of COVID-19. Staff can sign up directly online to book an appointment. **Once this link is live, HSH will send it to you.** HSH will be reaching out to executive directors today to identify a staff person within your organization (likely a Human Resources person) who can be point person to validate that the individual requesting testing works for you.

Stay safe and be well!

HSH Team

**Update 4/16/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

**Emergency CalFresh Allotments**

CalFresh benefits will be increased during the COVID-19 pandemic crisis in April and May to the maximum amount by household size. [See here for details.](#)

**Find Food**

As a reminder [see the Food Bank website](#) for the most up to date information on food pantries.

**Reduced-Cost Essential Rides to Seniors and Adults with Disabilities**

Mayor London N. Breed and San Francisco Municipal Transportation Agency (SFMTA) Director Jeffrey Tumlin today announced a new temporary program to assist seniors and adults with disabilities who need to make essential trips during the duration of the Stay Home Order. The Essential Trip Card (ETC) program will provide reduced-cost taxi trips for older adults and people with disabilities who must to travel for essential needs.

With appreciation,
Update 4/15/20

Dear Colleagues,

Welcome to today’s COVID-19 update.

**Economic Impact Payments**

**Treasury, IRS unveil online application to help with Economic Impact Payments**

Working with the Treasury Department, the Internal Revenue Service today unveiled the new *Get My Payment* with features to let taxpayers check on their Economic Impact Payment date and update direct deposit information.

**Supplemental Security Income recipients will receive automatic Economic Impact Payments**

The Internal Revenue Service, working in partnership with the Treasury Department and the Social Security Administration, announced today that recipients of Supplemental Security Income (SSI) will automatically receive automatic Economic Impact Payments.

Take good care,

HSH Team

Update 4/13/20

Dear Colleagues,

Welcome to today's COVID-19 update.

**Family and Youth Shelter**
The Interim Shelter Reservation and Extension Policy has been updated to reflect the following information about family and youth shelters.

In order to implement spacing and isolation capacity within the family and youth shelter programs please see the following guidelines and table.

Shelters are expected to screen every incoming family and youth at intake and every family residing in their program on a daily basis.

Congregate programs:

- BVHM Stay Over Program and First Friendship will receive unsheltered families at the REDUCED capacities described below in compliance with shelter spacing.
- Families in need of Immediate Shelter can contact these programs directly for availability:
  - First Friendship: (415) 642-0221
  - BVHM Stay Over Program: (415) 374-6332
- Youth 18 and under in need of immediate shelter can contact these programs directly for availability:
  - Huckleberry House (415) 621.2929
  - Diamond Youth Shelter 1 (800) 669-6196
- Transitional Age Youth (18-24)
  - Lark Inn has paused all new referrals to implement spacing.

Individual Room Programs:

- All other individual room placements need to be posted immediately, HSH will be identifying specific families in congregate program for transfer in order to maintain shelter spacing.
- Access Points will match identified families currently in congregate into designated rooms based on family composition and with shelter spacing compliance.

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**Food Access**

Mayor London N. Breed today announced a citywide effort to help San Franciscans access food during the COVID-19 pandemic. This new effort includes providing food for people who are currently in quarantine or isolation, and providing information about food resources to people who are otherwise food insecure.

The City has launched two centralized food information resources to help people connect with food resources:

- Call 311
- Check out the Citywide website: [https://sf.gov/get-food-resources](https://sf.gov/get-food-resources)
**IRS Economic Impact Payments**

A new IRS tool may help get upcoming Economic Impact Payments to people experiencing homelessness. People who have not previously filed taxes in 2018 or 2019 can now file for the payment if:

- They did not file a 2018 or 2019 federal income tax return because their gross income was under $12,200 ($24,400 for married couples). This includes people who had no income. Or
- They weren’t required to file a 2018 or 2019 federal income tax return for other reason

Providers are encouraged to visit the IRS Economic Impact Payments [web page](#) and [information center](#) to learn more about this important potential resource for their clients.

Take good care!

HSH Team

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**Update 4/10/20**

Dear Colleagues,

Welcome to today’s COVID-19 update.

**Congregate Housing Settings Webinar**

A PDF of the questions asked during the webinar and their answers is available [here](#). A recording of the webinar is now available [here](#). The slides for the webinar and resources discussed can be found [here](#). More information is available on the HSH [extranet](#).

**Economic Impact Payments**

The IRS has created a mechanism for non-tax filers to receive Economic Impact Payments. Also attached is their flyer in [English](#) and [Spanish](#). Here’s the link to the tool:

The news release references SSI/VA recipients includes this information:

**Veterans beneficiaries and Supplemental Security Income (SSI) recipients:** The IRS continues to explore ways to see if Economic Impact Payments can be made automatically to SSI recipients and those who receive veterans disability compensation, pension or survivor benefits from the Department of Veterans Affairs and who did not file a tax return for the 2018 or 2019 tax years. People in these groups can either use *Non-Filers: Enter Payment Info* option now or wait as the IRS continues to review automatic payment options to simplify delivery for these groups.

Keep in mind that if the recipient has dependents they will need to complete the free fillable form in order to claim the additional $500.

Thanking you again for all that you do!!

HSH Team

**Update 4/9/20**

Dear Colleagues,

Welcome to today’s COVID-19 update.

**Addressing Needs of People Who Use Alcohol, Tobacco, or Other Drugs**

DPH released new guidance this week *Addressing Needs of People Who Use Alcohol, Tobacco, or Other Drugs Who are Sheltering in Place or Require Isolation or Quarantine Related to COVID-19*; although this guidance is primarily directed to medical providers it includes information that is useful for many HSH support service providers.

DPH continues to update guidance for providers, businesses and the public; please review the COVID-19 information and guidance page regularly. This page also has *Printable Resources* in multiple languages including infographics, fact sheets, what to do if you are sick, general exposure advisory and close contact advisory notices.
Permanent Supportive Housing Providers

HSH has worked with the City’s Emergency Operations Center (EOC) to ramp up support available to PSH and other affordable housing providers, including access to supplies. Please read for important updates.

Affordable Housing EOC Group

The city is providing support to single room occupancy (SRO) hotels, Permanent Supportive Housing (PSH) and other affordable housing sites (including RAD, public housing, federally subsidized housing and tax credit housing) who house many of our city’s most vulnerable residents during the COVID-19 crisis. For general questions and concerns, or to be put on the email list to receive updates from this group, please email AffordableHousingEOC@SFGov.org.

Cleaning Supplies

Through the Affordable Housing EOC group, the city is providing free supplies to Affordable Housing locations for use within the common areas of buildings. Types of cleaning supplies include:

- Disinfectants – Bleach, Clorox, Simple Green, etc.
- Sanitizers – Hand soap, hand sanitizer, baby wipes, etc.
- Personal protective equipment (PPE) – Gloves, masks, shoe covers, etc.
- Cleaning equipment – Mops, cleaning rags, etc.

If cleaning supplies are needed for any of your SRO or Permanent Supportive Housing sites, please complete this Cleaning Supply Intake Form. If you have questions related to supplies please email CleaningServicesEOC@SFGov.org. After reaching out to the Affordable Housing EOC team, supplies may be delivered to your location by the Taskforce staff.

Permanent supportive housing providers should follow this process to submit a supply request for cleaning supplies or related PPE at your PSH sites. If the Affordable Housing EOC group is not able to fulfill your request, or if you are not contacted within one business day to follow up on your request, HSH providers should submit a supply request via the HSH process using the HSH Supply Request link on the HSH extranet and indicate in the notes section when you submitted the request to the EOC group and the results of that request.
Update 4/8/20

Interim Shelter Reservation and Extension Policy Revised 4/8/2020

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. The document is also located here.

Revised Shelter Reservation Policy

Effective March 23, 2020 and in place until the City’s shelter-in-place order is lifted.

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 and shelters for unaccompanied minors 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
  o Will immediately stop making one-night reservations.
  o Will discontinue offering drop-in chairs to clients.
  o Will continue to offer other essential services such as meals, showers, laundry, and hygiene kits.
  o 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:
  o 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.
  o 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)
o 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 Center clients in time-limited beds have exits 30 days from the entry into the program unless extended under the policy.
  
  o Starting immediately, anyone with a current exit date between now and April 30, 2020 can be given an additional 30 days.
  
  o It does not matter if the client has had other extensions.
  
  o Please note this extension in the database.
  
  o If the current end of stay is after April 30, 2020, do not extend the stay.

**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**

- See HSH’s [Interim Shelter Guidance on Warnings and Denials of Service](#).

**Update 4/7/20**

Dear Colleagues,

Welcome to today’s COVID-19 update.
“Preventing the Spread of COVID-19 in Congregate Living Settings”

Webinar

Thank you for your participation in yesterday’s webinar. The presentation slides are available here. A video of the webinar will be posted here shortly.

Isolation Rooms

As announced in the webinar, social service and health care providers may seek consultation and/or request a room to isolate tenants by emailing covid19ISOrequest@sfdph.org.

Please note: Clients cannot request an isolation room for themselves.

New Staffed Public Toilets and Handwashing Stations

Mayor London N. Breed and Acting Public Works Director Alaric Degrafinried today announced the first deployment of a series of new portable toilets and hand-washing stations at 15 high-need locations in response to the COVID-19 pandemic. The portable toilets, available for use 24 hours a day, will be staffed to deter vandalism and unwanted activities. They also will be serviced daily.

See the press release here.

Thank you for all that you do!

HSH Team

Update 4/7/20

A Message of Thanks

Dear Homelessness Response System Partners (HSH and nonprofit partners),

Thank you for all the work you are doing day and night to serve people experiencing homelessness in San Francisco.

This was something you did selflessly before the COVID 19 crisis, and we know you will continue to do this work in the future, but we do want to take a moment
to thank you for the work you are doing now. All of you are on the front lines of the social justice fight of our lives. Providing health care, shelter, housing, and support to our most vulnerable residents is more than a job; it's a calling. And the City is deeply appreciative of everything you do to provide essential services to our community.

Mayor London Breed wanted to send her words of thanks to the heroes of the Homeless Response System.

While Mayor Breed expresses the feelings of the San Francisco community, I also want to share a message of thanks from me and the HSH leadership team!

Thank you to all the Homeless Response System Heroes working across the system of care. We will get through this together because we are built for this.

In partnership,

Abigail

Abigail Stewart-Kahn
Interim Director
Department of Homelessness and Supportive Housing

**Update 4/7/20**

**Updated Call-In Information - COVID-19 Provider Update**

Dear Colleagues,

Please see below for the updated call-in information for the COVID-19 Provider Update call that takes place every Tuesday and Thursday from 4:00 PM to 5:00 PM.

Please give yourself time to set up Microsoft Teams. Instructions are [here for your convenience.](#)

**Join Microsoft Teams Meeting**

[+1 415-906-4659](tel:+14159064659) United States, San Francisco (Toll)

Conference ID: 183 824 548#
Dear Colleagues,

Welcome to today’s COVID-19 update.

**San Francisco Shelter Guests Test Positive for COVID-19**

On Sunday, April 5, 2020, the Department of Homelessness and Supportive Housing learned that two guests at the MSC South shelter tested positive for COVID-19. The patients are not currently at the shelter, both are in good condition, and are currently recovering at an isolation hotel. Please read the full memo from Emily Cohen, Interim Director of Strategy and External Affairs, Department of Homelessness and Supportive Housing, [here](#).

**Update on Domestic Violence Emergency Shelters**

Domestic Violence Emergency Shelters in San Francisco remain open and are continuing to conduct intake. La Casa de las Madres, Riley Center, and Asian Women’s Shelter have implemented robust screening protocols and are practicing physical distancing within shelter.

**Point of Contact:**
Carol Sacco, Interim Director
Department on the Status of Women
Email: carol.sacco@sfgov.org
Cell: 510-387-8175

Elise Hansell, Policy and Grants Manager
Department on the Status of Women
Email: elise.hansell@sfgov.org
Cell: 972-689-8379

**Isolation Rooms**
As announced on today’s webinar, social service and health care providers may seek consultation and/or request a room to isolate tenants by emailing covid19ISOrequest@sfdph.org.

Please note: Clients cannot request an isolation room for themselves.

**Updated Policy on Continuity of Payment for Nonprofit Suppliers in the Event of COVID-19 Related Disruptions**

The Controller’s Office is updating its policy guidance to City departments and nonprofit service providers regarding continuity of payment in light of disruptions related to COVID-19. This guidance issued on April 4, 2020 supersedes prior guidance on this topic. This policy 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. The public health emergency related to COVID-19 creates a variety of disruptions to provider operations. It is still 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 new policy also clarifies expectations for the continued operation of essential services and the potential re-designation of essential services. Finally, the policy encourages flexibility in budgeting to allow nonprofits to adjust current contract budgets to address changing needs.


For updates about this policy and other Controller’s Office announcements, visit [www.sfcontroller.org/announcements](http://www.sfcontroller.org/announcements).

Thank you and take good care!

HSH Team

*Update 4/6/20*
San Francisco shelter guests test positive for COVID-19

On Sunday, April 5, 2020, the Department of Homelessness and Supportive Housing learned that two guests at the MSC South shelter tested positive for COVID-19. The patients are not currently at the shelter, both are in good condition, and are currently recovering at an isolation hotel.

The Department of Public Health (DPH), in partnership with the Department of Homelessness and Supportive Housing (HSH) and St. Vincent de Paul Society of San Francisco (the nonprofit operator of MSC South) will continue to work together to minimize the spread of COVID-19 in this congregate shelter environment.

Immediately upon learning of the diagnosis, the shelter site was supplied with additional masks for all shelter guests and staff to wear at all times. DPH also initiated the contact tracing process to identify who the patients came into contact with both at the shelter and in the community.

In response to this positive test, DPH is deploying a physician and health workers to the shelter site to conduct symptom and temperature screening for all guests and staff. Any guest demonstrating symptoms consistent with COVID-19 will be tested for COVID-19 and relocated to a staffed isolation hotel room. Guests considered close contacts will also be moved to quarantine hotel rooms. Staff at the shelter will also be provided medical support and space to quarantine or isolate if needed. Other high-risk guests, including those over the age of 60 and those with pre-existing conditions will be placed in hotel rooms to shelter-in-place.

Additionally, the City is deploying a professional cleaning crew on-site to thoroughly disinfect the shelter. DPH staff will be on-site to answer staff and guest questions. The site management will continue to guide social distancing protocols and implement shelter health screening protocols.

Expansion of congregate settings and hotel rooms are a key part of the City’s strategy for reducing the spread of COVID-19 among high-risk populations. The new shelter at Moscone West has added approximately 390 new beds to the congregate shelter system allowing greater physical distancing at all shelters. Top priorities for the use of hotel rooms are to provide quarantine and isolation rooms for COVID positive people – or people awaiting test results --living in
congregate settings and to provide shelter-in-place rooms for high-risk people experiencing homelessness.

As part of the City’s commitment to prioritize vulnerable populations in the COVID-19 response, on March 5, 2020, Mayor Breed and Supervisor Peskin announced a $5 million investment to protect vulnerable populations, including people living in congregate settings. This initiative included expanded cleaning in shelters, increased meal offerings at shelters, and increased access to hygiene supplies.

“We care deeply about the wellbeing of our homeless neighbors. It is our top priority and we will continue to work in partnership with our nonprofit service providers, DPH, HSA and the entire City to aggressively mitigate the spread of the virus and protect our community,” said Abigail Stewart-Kahn, Interim Director of the Department of Homelessness and Supportive Housing. “The addition of new hotel rooms and new congregate shelter facilities will allow us to enhance physical distancing at our shelters and protect the health of people experiencing homelessness in our community.”

Update 4/3/20

Dear Colleagues,

Welcome to today’s COVID-19 update.

Social Distancing Protocol Posting

Per the Public Health Order No. C19-07b order, a version of the Appendix A needs to be posted where both the staff and residents can see it, and a copy needs to be provided to employees. It may need to be posted in two places if there isn’t an area where both groups will see it. The Appendix A is a checklist -template for businesses, so not all items are applicable to all sites, but many are like wiping down surfaces, cleaning common rooms, and social distancing in common areas.

This is in reference to the attached Public Health Order, which is also here:

https://www.sfdph.org/dph/alerts/files/HealthOfficerOrder-C19-07b-ShelterInPlace-03312020.pdf
Masks or Facial Coverings

Bay Area health officials now recommend that everyone cover their nose and mouth with simple non-hospital grade facial coverings when leaving home for essential activities such as travel to medical appointments, grocery stores, or pharmacy visits. This also includes employees who work in essential businesses, including the staff in SRO buildings.

Simple cloth facial coverings such as bandanas, fabric masks and neck gaiters are acceptable for this purpose. Fabric covers and bandanas should be washed and re-used. Hospital grade medical masks such as N-95 or surgical masks should be preserved for health care workers in clinical settings and first responders.

To keep surgical masks useful for as long as possible, users should:

- Fold the masks in half, with the inside of the mask protected
- Put the mask in a brown paper bag while eating, drinking and to take it home after your shift.
- Wear the mask until it’s soiled or broken.

The purpose of the recommendation is to reduce the spread of COVID-19 by people who may not know they have the virus. Some people who have tested positive for the virus, have experienced minimal or mild symptoms. This recommendation is in accordance with the guidance issued by the California Department of Public Health on Wednesday, April 1, 2020 and will help protect the public, your coworkers, and your family.

Informational Webinar

“Preventing the Spread of COVID-19 in Congregate Housing”
Monday, April 6, 2020, at 1-2pm

You are invited to a webinar co-hosted by the SF Department of Public Health (SFDPH) and the Emergency Operations Center’s (EOC) Affordable Housing Taskforce.

Purpose: SFDPH will provide guidance on frequently asked questions from housing providers, including prevention strategies, cleaning common areas and supporting residents.
**Intended Audience:** Non-profit and for-profit, housing providers and management companies of the following housing settings:

- Single resident occupancy hotels (SROs)
- Permanent supportive housing (PSH)
- Public/affordable/subsidized housing sites
- Shelter or transitional housing with private rooms
- Independent Senior Housing
- Co-operatives

**Materials:** A link to the presentation slides will be posted on Monday morning at https://sf.gov/covid-congregate-housing. The webinar will be recorded, and the video and transcripts will be posted online by Friday, April 10, 2020.

**Registration:** https://covidcongregatehousing.eventbrite.com

**Note:** Attendees can join the webinar online or call in over the phone. Zoom Webinar and call information will be sent to registered attendees on Monday morning.

**Accessibility Meeting Information:** The webinar will be real-time captioned. Please make your request for alternative format or other accommodations, to Heather Kittel at heather.kittel[AT]sfgov.org

**Questions:** For general questions related to the content of the webinar, please contact affordablehousingEOC[AT]sfgov.org.

Thank you for all that you do!

HSH Team

**Update 4/2/20**

**Congregate Housing COVID Guidance and FAQs**
Guidance from DPH about “Preventing the Spread of COVID-19 in Congregate Housing” is located [here](http://www.sfcdcp.org/covid19). Congregate housing includes SRO’s and permanent supportive housing.

Housing providers are requested to have staff participate in an April 6th 1-2pm webinar which will review these FAQ’s and provide the opportunity for participant questions. HSH is collecting advance questions about this document at [440Turk@sfgov.org](mailto:440Turk@sfgov.org).

HSH will follow up with the housing providers to confirm that we have the correct staff identified in case a COVID notification needs to be made.

As a reminder, guidance about adult homeless shelters or navigation centers, 24-hour drop-in centers, residential care facilities for the elderly, residential mental health or substance use disorder treatment program, medical respite, or long-term care facilities. This guidance and the others referred to above can be found online at [http://www.sfcdcp.org/covid19](http://www.sfcdcp.org/covid19).

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**Update 4/1/20**

Dear Colleagues,

Welcome to today’s COVID-19 update.

**Shelter-In-Place Order**

As reported in a separate email, the shelter in place order was updated and broadened effective midnight, March 31, 2020 through May 3, 2020. Read the text of the order [here](http://www.sfcdcp.org/covid19).

**Celebrating Provider Partners**

_Thank you all very much for everything you and your teams are doing_ every day and night to keep our essential programs up and running and our community safe during this crisis. We have a deep appreciation for everyone across the system and am thrilled to see the compassion and love of our
community.

In the spirit of celebrating everything that you, your teams, and HSH are doing, **we will be sharing pictures and stories about the fantastic work continuing across the homeless response system on our social media channels.**

Please email us pictures and a sentence or two about your team’s work so we can share these stories broadly and celebrate together the amazing work everyone is doing. You can send these to 440Turk@sfgov.org. Please put “HRS Heroes” in the subject line.

Please be mindful of privacy in the pictures that you send; these will be posted on social media.

**Workers and Families First Program**

Earlier this month Mayor London N. Breed announced measures to provide financial relief to San Francisco businesses and their employees, including the new San Francisco Workers and Families First Paid Sick Leave Program.

The program includes $10 million in funding to support businesses and nonprofits to provide additional paid sick leave to employees, over and above their existing policies. The goal of the program is to reduce short and long-term economic impacts on San Francisco businesses and their employees caused by COVID-19.

Click [here](https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers) for more information.

**Accessing the Extranet**

Remember that you can view all of these updates and more on the Providers Connect extranet https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers. If you have already requested access, you will have received an email with a link to "Providers Connect". Click on the link to get access to the HSH extranet. You will be prompted to sign with a Microsoft account. If you do not have one, you can set one up for free and you are not required to use any Microsoft software. If you
requested access to the extranet and have not seen this email, please check your spam or junk folders as the invite may have ended up there.

If you would like access to the extranet and have not yet requested it, please email 440turk@sfgov.org.

Thank you for all that you do!

HSH Team

**Update 4/1/20**

Dear Colleagues,

As you have likely seen, health officers of seven Bay Area counties, including San Francisco, issued a new health order extending and broadening the shelter-in-place order effective midnight, March 31, 2020 in effect through May 3, 2020, replacing the previous order.

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

**Additional COVID-19 Resources**

- COVID-19 information is updated every morning 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](#).

- For frequently asked questions, visit [https://sf.gov/stay-home-except-essential-needs](https://sf.gov/stay-home-except-essential-needs).

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

Thank you!

HSH Team

**Update 4/1/20**
Reminder – Survey Responses Needed re Emergency Staffing

Dear HSH Provider Partners,

Tipping Point Community and HSH are working together on solutions that could relieve strain in the HRS workforce, in addition to those measures being developed by other City partners.

The first step is for HSH providers to complete this survey on emergency staffing needs ASAP, we will begin analyzing results immediately at noon.

If you do not have a moment to fill out the survey, please communicate your staffing needs by phone ASAP to Tipping Point Community at (408) 499-5946.

Thank you to the 47 providers who have completed the survey. However:

- 16 providers started but did not complete the survey, leaving out detail on the number and type of positions needed
- Six provider did not include their organization name

If this could have been you, please retake the survey, and we will de-duplicate submissions on our end.

We learned from you that it’s difficult to project staffing needs 45 and 90 days from now. Based on this feedback, we will reissue this survey periodically throughout the COVID-19 outbreak. We still need your survey results ASAP, based on your current and foreseeable needs, in order to plan for action.

As mentioned in the original email regarding this survey, It is unlikely that emergency staffing will be deployed to the HRS within the next weeks. And while we don’t yet have a clear sense of what will be possible, we need to start and we need to try. We are working to determine the human resources, training partnerships, and funding available. To meet immediate needs, we recommend providers continue to redeploy staff within their organizations and with their partners and to continue to creative problem-solving with their program managers.

Thank you,

HSH
PS please remember to fill out the staffing needs survey here.

Update 3/30/20

Survey – Emergency Staffing for Homeless Services

Dear HSH Provider Partners,

San Francisco’s Homelessness Response System (HRS) has activated in response to COVID-19, and its leaders and frontline staff are rising to the occasion with passion and tireless commitment. But based on several weeks of listening to our providers, gathering information at the City’s Emergency Operations Center, and witnessing conditions across our programs and communities, we know there is strain in the HRS workforce.

We need to keep this frontline work sustainable, and City and community leaders are considering several responses. Some of these tools, such as incentive pay or mobilization of Disaster Service Workers which we have discussed on our Tuesday/Thursday calls, are going through citywide processes, and decisions are pending. At the same time, HSH is engaging with leaders in the non-profit, for profit, and philanthropic communities to put more options on the table.

Based on guidance from many nonprofit providers about the need and mechanisms to deploy the help, over the weekend, Tipping Point Community and HSH formed a partnership to rapidly explore further workforce solutions. We are bringing project management to this initiative, with the goal of rapidly bringing relief and additional workers into our system of care, to sustain the HRS for the duration of the COVID-19 outbreak.

It is unlikely that emergency staffing will be deployed to the HRS within the next weeks. And while we don’t yet have a clear sense of what will be possible, we need to start and we need to try. We are working to determine the human resources, training partnerships, and funding available. To meet immediate needs, we recommend providers continue to redeploy staff within their organizations and with their partners and to continue to creative problem-solving with their program managers.
Please move this more significant systems approach forward by completing the short survey HERE ASAP to generate an ‘urgent needs analysis’. Gathering as much information as possible on the needs and shortages in each program and throughout our system is a critical first step. Please complete the survey by 10am on Wednesday so we can move as quickly as possible. Please complete one per agency to cover all your programs.

Thank you, HRS leaders, for rising to the occasion.

HSH

PS please remember to fill out the staffing needs survey here

Update 3/30/20

Dear Colleagues,

Welcome to today's COVID-19 update.

The Mayor of San Francisco and the Governor of California have issued Executive Orders imposing a temporary moratorium on evictions for non-payment of rent by residential tenants directly impacted by the COVID-19 crisis. Under the Mayor’s March 23 order, if a tenant provides notice within 30 days after the rent was due that they could not pay rent because of financial impacts related to the COVID-19 emergency, and provides the required follow up documentation, the tenant cannot be evicted for non-payment until six months after the order expires. Please read and follow the attached City Guidance regarding evictions from all Permanent Supportive Housing programs funded or sponsored by the Department of Homelessness and Supportive Housing.

Thank you!
HSH Team

Update 3/30/20

Interim Shelter Guidance on Warnings and Denials of Service

Effective 3/30/2020
Pursuant to HSH’s Interim Shelter Reservation and Extension Policy in effect during the COVID-19 crisis, HSH is issuing revised guidance on the issuance of warnings and denials of service for rule violations in temporary shelter programs. This policy applies to all HSH funded adult shelters, family shelters, and navigation centers. This document can also be found on the HSH extranet by clicking on this link:

**Moratorium on Denials of Service in Temporary Shelter**

During the COVID-19 crisis, temporary shelter staff are encouraged to be as flexible as possible with client rule violations that would normally result in client exits. HSH’s guidance is to encourage current shelter guests to shelter-in-place. Whenever possible, temporary shelter staff should actively prevent clients from being discharged to the streets during this time especially because, at the direction of the Department of Public Health, there are no one night referrals or intakes into temporary shelter programs at this time. As such, if a client leaves shelter for an extended period or is exited, they will not be able to re-enter the program and will remain unsheltered.

**Exceptions to the Moratorium**

Shelter staff are asked to work with shelter clients and suspend the issuance of all denials of service during this time. The only exceptions to the moratorium on denials of service is for the following types of rule violations:

1. **Acts of violence** (shelter staff should consult with HSH program manager)
2. **Threats of violence** (shelter staff are encouraged to create a safety plan with client)
3. **Possession of unchecked weapons** (shelter staff are encouraged to create a safety plan with client)
4. **Unexcused absences or check-in/curfew violations** (shelter staff are encouraged to be flexible with clients who leave shelter. However, clients should be encouraged to be at the shelter every day and to shelter-in-place and leave only for essential reasons.)

For all of the rule violations above, shelter staff are encouraged to put together a health and/or safety plan that outlines how the client and staff will work together to discourage clients from being exited from the shelter setting.
**All Other Rule Violations**

For all other rule violations, shelter staff will continue to and/or begin issuing warnings. However, warnings will not result in denials of service during the COVID-19 crisis.

On a case-by-case basis, shelter staff can contact their HSH Program Managers to discuss egregious and/or excessive rule violations that merit exception to the guidance above. Exceptions to the guidance above may include:

- Continuous disruptive behavior
- Destruction and/or theft of property
- Excessive warnings beyond what is deemed excessive under your shelter site’s current program rules

**Reinstatement of Temporary Shelter Stays**

HSH will continue to reinstate shelter reservations for excused absences from temporary shelter with sufficient documentation. During the COVID-19 crisis, excusable absences will be determined by guidance issued by the Department of Public Health to ensure the health and safety of the shelter population. All reinstatement requests must be approved by your HSH program manager.

**Update 3/27/20**

As an important part of HSH Problem Solving program, Homeward Bound reunifies individuals experiencing homelessness with family and friends. Having a network of support is not only critical to ending homelessness, but is needed as our community and nation deals with this public health crisis.

**HSH leadership has made the difficult decision to temporarily suspend travel services until further notice.** Many factors contributed to this decision including decrease in bus routes, safety concerns for clients traveling and shifting work priorities to other emerging needs due to the COVID-19 crisis.

In the interim, **Homeward Bound will continue to accept referrals, but we are**
making modifications to our referral process. Below is the step-by-step process on how to make a referral to Homeward Bound:

Ask the following question: Do you have a family member or friend that would be able and willing to provide you with stable housing and support that resides in another city or state within the US?

If the answer is yes, explain that Homeward Bound is a program designed to reunify by means of a one-way bus ticket.

If the individual/household is interested in the program, please obtain verbal consent that the client is willing to share referral information with Homeward Bound. Then work with the individual to fill out the form. Please click here to open the form.

The form includes collecting the following fields:

- Check box to confirm client gives verbal consent
- Client name
- Client date of birth
- Client’s contact information
- How many people are traveling together?
- Have you used the program before?
- City and state of destination
- Contact name (destination contact)
- Contact relationship to client
- Do you have contact phone number?
- Contact phone number
- Person making referral information
- Note section

It is important to submit the form as complete as possible with attention to the contact information of the person/organization making the referral.

Homeward Bound staff will promptly follow up with each referral submitted to confirm receipt and respond with questions needed to obtain further information.
necessary for client travel.

Homeward Bound staff will work on the necessary approvals so that when travel is reinstated, we can expedite the process and individuals and families can be reunified.

**Thank you for your patience during this transition. If there are any questions or concerns in regards to completing the form, please reach out to Homeward Bound Supervisor directly at: carissa.bess@sfgov.org.**

Best Regards,

Carissa Bess
Homeward Bound Supervisor

**Update 3/27/20**

Dear Colleagues,

Welcome to today’s COVID-19 update.

Homeless Response Services providers are doing wonderful work to educate clients about the shelter-in-place guidelines. **Please continue to check in with vulnerable individuals who depend on food pantries or congregate meal sites about how they are fulfilling their food security needs during this time.**

The [National Health Care for the Homeless Council](https://www.nhchc.org/) is offering unrestricted grants to 501c3 organizations meeting the health needs of people experiencing homelessness in the face of the COVID-19 pandemic. The application deadline is 5pm CDT on Monday 30 March 2020.

Due to current public health concerns and the city mandate related to COVID-19, the [Homeless Prenatal Program](https://www.sfgov.org/homeward-bound) is still working hard to serve its families, though in a remote capacity. We are also responding to voicemails and emails, so please be in touch as needed. We anticipate returning to standard operations on April 8th, pending any changes in government recommendations.
Thank you to everyone who has sent information and pictures about the amazing work you are doing. We love sharing this amazing work with the broader community and celebrating all that you do. Please keep those coming to 440Turk@sfgov.org and please remember to put “HRS Heroes” in the subject line.

The daily update will take the weekend off, but you may receive emails over the weekend if necessary!

HSH Team

**Update 3/26/20**

HSA's website has moved the flyer about the HSA Service Centers that we mentioned yesterday, so yesterday's link doesn't work. [Today's link](#) should be working.

**Feeding:**

Please continue to send any specific questions or requests about immediate or long term needs around food/meals/feeding to [440turk@sfgov.org](mailto:440turk@sfgov.org). HSH will continue to support you as best we can with connections to short-term resources, and will also provide backing for the needs of our programs and participants as the City stands up the infrastructure for long term solutions to mass feeding.

We can’t emphasize enough using the resources that exist already, and being up to date on the information that is being shared. Remember 211 and 311 are resources, along with

https://www.sfmfoodbank.org/find-food/  
https://www.sfusd.edu/services/health-wellness/nutrition-school-meals
In addition the city is working on a citywide feeding support resource website and call center, and as soon at that is activated we will let you know.

**Shelter Grievance Process**

Some of our shelter providers have asked for **guidance from HSH on the shelter grievance process during the COVID-19 crisis.** At this time, there are no changes to the Shelter Grievance Policy. The grievance process will be continuing with only slight changes:

**Warnings and Denials of Service**

The process for issuing warnings and denials of service remains the same. Please continue to issue warnings and denials of service in accordance with your shelter site’s program rules and the attached Shelter Grievance Policy.

**Hearings**

Temporary shelter hearings will continue to occur on-site at shelters. HSH is working closely with temporary shelter programs to ensure additional cleaning of the spaces where hearings occur.

On a case-by-case basis, HSH will work with shelter programs to identify an alternate location for shelter hearings involving rule violations for violence. However, we are not able to accommodate all requests for use of HSH’s 440 Turk Offices at this time.

**Arbitrations**

HSH will continue to host arbitrations at the 440 Turk offices. Shelter staff, clients, and shelter client advocates will continue to attend arbitrations in-person. The assigned arbitrator will attend via skype with technical assistance provided by an HSH representative. Arbitrations will be held in large rooms allowing for sufficient social distancing between participants.

Contact your program manager with any questions or concerns.
Thank you all.

HSH Team

**Update 3/26/20**

Dear HSH providers,

The **DPH Screening Tool** is now **available** for use by all shelter, Navigation Center, and Transitional Housing programs. Three documents that explain the process for screening for COVID-19 symptoms in these sites are [on our extranet](#) (sorry, this email program can not attach documents). Programs that are not temporary shelter will also find this tool helpful as you implement your own screening process.

**DPH Screening Tool**

**Recommendations for the use of this tool**

Those of you who have extranet access already, **please share these documents with your coworkers**, as it will take some time to invite and confirm a large number of new extranet access requests.

You are encouraged to begin using these supplies and screening tool right away. Given that all programs are different, please use your judgment about what your program has the capacity to do for screening. Choose the approach that works best for your site.

Supplies needed for the screening process are coming in and will be on their way to temporary shelter programs soon.

Thank you!

HSH Team

**Update 3/25/20**
Dear Colleagues --

Welcome to the HSH Daily COVID-19 update.

A Department of Public Health staff member will be participating in tomorrow’s HSH Provider call. Please note that questions about specific client situations should continue to be directed to the client’s medical providers.

**Temporary Shelter Guidance**

HSH is recommending that you review and implement, to the best of your ability, the Centers for Disease Control and Prevention (CDC) [Interim Guidance for Homeless Service Providers](https://www.cdc.gov/homeandrecreationalliances/coronavirus/interim-guidance-homeless-service-providers.html). Refer to the section “During a COVID-19 outbreak in your community: Act” on page 3 for applicable guidelines.

Currently, HSH is providing these CDC guidelines as recommendations and is not advising temporary shelter providers to implement guidelines that would reduce bed/mat capacity. HSH is working hard to establish additional bed capacity at alternate shelter sites and will issue additional social distancing guidelines when that capacity comes online. Guidelines that providers can implement without reducing bed/mat capacity could include:

- Spread apart beds and mats as much as possible and request that all clients sleep head-to-toe.
- Provide access to fluids, tissues, plastic bags for the proper disposal of used tissues.
- Ensure bathrooms and other sinks are consistently stocked with soap and drying materials for handwashing. Provide alcohol-based hand sanitizers that contain at least 60% alcohol at key points within the facility, including registration desks, entrances/exits, and eating areas.
• Provide any client with respiratory symptoms (cough, fever) with a surgical mask.
• Monitor clients who could be at high risk for complications from COVID-19 (those who are older or have underlying health conditions) and reach out to them regularly.
• Confine clients with mild respiratory symptoms consistent with COVID-19 infection to individual rooms, if possible, and have them avoid common areas.

Shelter providers, please be sure to respond to the survey we sent you, so we know what effect distancing requirements might have on your capacity.

HSH is working with the Department of Public Health on guidelines in response to other frequently asked questions; we will share these with providers as soon as they have been finalized.

Note that the HSA services update page we linked to yesterday includes a brief multilingual flyer to post about HSA service center closures and how to access services.

The National Health Care for the Homeless Council is offering unrestricted grants to 501c3 organizations meeting the health needs of people experiencing homelessness in the face of the COVID-19 pandemic. The application deadline is 5pm CDT on Monday 30 March 2020.

Thank you all.

HSH Team
Update 3/25/20

Thank you all for your partnership.

Problem Solving, Assessment and Prioritization, and Housing Navigation are core components to coordinated entry and to helping San Franciscans connect to housing. But during a public health crisis, these services are essential to ensure our most vulnerable can “shelter-in-place” in their own housing or in a safe alternative.

Access Points provide access, eligibility, problem solving, assessment, and housing referrals for people experiencing homelessness in San Francisco. Below are the phone number and addresses to the Access Points that are open to the public.

During the COVID 19 Shelter In Place Directive, The San Francisco Department of Homelessness and Supportive Housing (HSH) and our partners recommend that people experiencing homelessness utilize Access Point services via phone to the maximum extent possible.

<table>
<thead>
<tr>
<th>Coordinated Entry for Adults</th>
<th>415-487-3300 x7000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Points for Families</td>
<td>Phone Number</td>
</tr>
<tr>
<td>Central City Access Point</td>
<td>415- 644-0504</td>
</tr>
<tr>
<td>Mission Access Point</td>
<td>415-972-1281</td>
</tr>
<tr>
<td>Bayview Access Point</td>
<td>415-430-6320</td>
</tr>
<tr>
<td>Access Points for Youth</td>
<td>Phone Number</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Larkin Street Access Point for Youth</td>
<td>415-673-0911</td>
</tr>
<tr>
<td>3rd Street Youth Center and Clinic</td>
<td>510-936-1324</td>
</tr>
<tr>
<td>Homeless Youth Alliance</td>
<td>415-318-6384</td>
</tr>
<tr>
<td>Huckleberry Youth Programs</td>
<td>415-535-0884</td>
</tr>
<tr>
<td>LYRIC</td>
<td>415-696-4191</td>
</tr>
</tbody>
</table>

The following Access Points are currently open to the public at the hours listed below:

**Adult Access Point Current Locations and Public Hours**

**1138 Howard**
San Francisco, CA 94103
415-487-3300 x7000

Monday 9:00 am – 4:30 pm  
Tuesday 9:00 am – 4:30 pm  
Wednesday 9:00 am – 4:30 pm  
Thursday 9:00 am – 4:30 pm  
Friday 9:00 am – 4:30 pm

**123 10th Street**
San Francisco, CA 94103
415-487-3300 x7000

Monday 9:00 am – 4:30 pm
Family Access Point Current Locations and Public Hours

**Bayview Access Point**
Catholic Charities
1641 LaSalle (at 3rd Street)
San Francisco, CA 94124
415-430-6320

Monday 9:00 am – 4:00 pm
Tuesday 9:00 am – 4:00 pm
Wednesday 9:00 am – 4:00 pm
Thursday 9:00 am – 4:00 pm
Friday 9:00 am – 4:00 pm

**Mission Access Point**
2871 Mission Street (at 24th Street)
San Francisco, CA 94110
415-972-1281

2111 Jennings
San Francisco, CA 94124
415-487-3300 x7000

Monday 9:00 am – 12:00 pm
Tuesday 9:00 am – 12:00 pm
Wednesday 9:00 am – 12:00 pm
Thursday 9:00 am – 12:00 pm
Friday 9:00 am – 12:00 pm
Monday 9:00 am – 4:00 pm
Tuesday 9:00 am – 4:00 pm
Wednesday 9:00 am – 4:00 pm
Thursday 9:00 am – 4:00 pm
Friday 9:00 am – 4:00 pm

Central City Access Point
37 Grove St
San Francisco, CA 94102
415-644-0504

Tuesday 9:00 am to 12:00 pm
Friday 12:00 to 4:00 pm

Access Points for Youth Current Locations and Public Hours

134 Golden Gate Avenue
San Francisco, CA 94102
Phone #: 415.673.0911 ex. 352

Monday 10:00 am – 3:00 pm
Tuesday 10:00 am – 3:00 pm
Wednesday 10:00 am – 3:00 pm
Thursday 10:00 am – 3:00 pm
Friday 10:00 am – 3:00 pm

1728 Bancroft Ave
San Francisco, CA 94124
510-936-1324
Wednesday 1:00-5:00 pm

Please direct all questions about this update to Megan Owens at megan.owens@sfgov.org

Thanks,
Update 3/25/20

Dear Provider Partners,

Thank you all very much for everything you and your teams are doing every day and night to keep our essential programs up and running and our community safe during this crisis. I have a deep appreciation for everyone across the system and am thrilled to see the compassion and love of our community.

In the spirit of celebrating everything that you, your teams, and HSH are doing, we will be sharing pictures and stories about the fantastic work continuing across the homeless response system on our social media channels.

Please email us pictures and a sentence or two about your team’s work so we can share these stories broadly and celebrate together the amazing work everyone is doing. You can send these to 440Turk@sfgov.org. Please put “HRS Heroes” in the subject line.

Please be mindful of privacy in the pictures that you send; these will be posted on social media.

Thank you,

Emily

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!
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!  

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](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.

In response to questions from our supportive housing providers, HSH is
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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 3/19/20
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 Fruivale 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 unhoused 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 acquaintance@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.


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/vJIsdeqgrzMqFqqPcV3FTmyOwSB40X9DUQ. 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.

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 acquaintance@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:

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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