Interim Shelter Reservation and Extension Policy - Revised 2020-04-13

HSH COVID-19 Response

Interim Shelter Reservation and Extension Policy

Revised 4/13/2020

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
  - 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 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:
  o Huckleberry House (415) 621.2929
  o Diamond Youth Shelter 1 (800) 669-6196

• Transitional Age Youth (18-24)
  o 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.

<table>
<thead>
<tr>
<th>Program</th>
<th>Room/Bed Capacity</th>
<th>Reduced Bed Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diamond</td>
<td>16</td>
<td>8</td>
</tr>
<tr>
<td>Huckleberry House</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>First Friendship</td>
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<td>25</td>
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<tr>
<td>Lark Inn</td>
<td>40</td>
<td>20</td>
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<tr>
<td>Buena Vista Horace Mann</td>
<td>60</td>
<td>30</td>
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<tr>
<td>Harbor House</td>
<td>30</td>
<td>Individual Room Shelter</td>
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<tr>
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<td>Individual Room Shelter</td>
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<td></td>
<td>10</td>
<td>Individual Room Shelter</td>
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<tr>
<td>St. Joseph’s Family Center</td>
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<td>Tropica</td>
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</tr>
<tr>
<td>Jelani</td>
<td>17</td>
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<tr>
<td></td>
<td></td>
<td>Individual Room Shelter</td>
</tr>
</tbody>
</table>

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.
  - Starting immediately, anyone with a current exit date between now and April 30, 2020 can be given an additional 30 days.
  - It does not matter if the client has had other extensions.
  - Please note this extension in the database.
  - 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*. 