

How to Get On the Reservation Waitlist for Jazzie's Place

*How to get a 90-day Reservation in Jazzie's Place,
the LGBT-targeted beds in the Adult Emergency Shelter System*

What is Jazzie's Place

- Jazzie's Place is part of the Dolores Street Community Services shelter located at 1050 S. Van Ness Avenue. The 24 beds are targeted to serve lesbian, gay, bisexual and transgender homeless adults who are seeking shelter beds.
- The entire adult emergency shelter system is open to all homeless adults, including LGBT guests. The space at Jazzie's Place is unique as it offers three divided sections in one room with 8 beds each section.
 - One section has beds targeted to male/male-identified users.
 - One section has beds targeted to female/female-identified users.
 - One section has beds targeted to gender non-conforming, male or female users.
- The shelter is open from 7:00 PM to 7:00 AM with dinner served between 7 – 8 PM.

NOTE: You cannot get a reservation at this or any adult emergency shelter by going to the shelter location. Access information follows.

Who can Enter the Jazzie's Place Reservation Waitlist

- Anyone seeking a 90-day adult emergency shelter reservation for one of the beds in Jazzie's Place can join the Waitlist, but may have only one place on the Jazzie's Place Reservation Waitlist at a time.
 - You may join the list if you are on the 311 Shelter Reservation Waitlist.
 - You may join the list if you have a shelter reservation in a bed other than at Jazzie's Place.
 - You may not join the list if you are currently staying in a bed at Jazzie's Place until your reservation ends.
- In order to enter the Jazzie's Place Reservation Waitlist:
 - You need to have a current profile in CHANGES. If you don't have one, visit a CHANGES reservation site. (Locations listed at the end.)
 - **NOTE:** It is required that each individual state gender as female or male in the CHANGES profile. Waitlist participants will be allowed to state the Jazzie's Place section or sections preferred.
 - If you have a current shelter reservation in Jazzie's Place that goes beyond tonight, you have to wait until your reservation ends to join this waitlist.

Where to Enter the Jazzie's Place Reservation Waitlist

- The **best way** to enter the Jazzie's Place Reservation Waitlist is by going to the Mission Neighborhood Resource Center (MNRC) during its regular hours (posted at the end).
 - It is best to go between before 4:00 PM during the week as the site gets very busy after that time.

OR

- If you cannot get to MNRC during its operating hours, you may request that one of the identified referral agencies submit your name to the Jazzie's Place Reservation Waitlist. These agencies can submit your name by email to the Waitlist if you have a CHANGES profile.

The referral agencies are listed at the end of this document.

What is the Waitlist

- The Waitlist is a list of everyone who has contacted MNRC in person or by way of one of the approved referral agencies (listed at the end) for a 90-day reservation in one of the shelter beds in Jazzie's Place.
- **SHARE YOUR PREFERENCE:** In joining the Jazzie's Place Reservation Waitlist, you can state if you are willing to take a bed in:
 - The Female bed section.
 - The Male bed section.
 - The Female/Male or gender non-conforming section.

NOTE: You may note your preference for one or two sections.

 - In order to respect all users, your place on the Waitlist cannot show a preference for both the Female and the Male sections.
 - You can have a preference for the Female or the gender-neutral section.
 - You can have a preference for the Male or the gender-neutral section.
 - You can also have a preference for only one section.
- (Optional) Share your phone number. Sharing your phone number is an agreement that you are open to receiving a call when you reach the top of the Waitlist.
Providing a reachable phone number is strongly encouraged but does not replace your responsibility to track your Waitlist status.
- Each day MNRC operates, the new Waitlist entries from the previous 24-hour period will be added to the bottom of the Waitlist.

- Waitlists will be updated and posted weekly. You identify your place using your Date of Birth and the CHANGES Client ID number (available when entering the Waitlist). Check your place on the waitlist by:
 - Visiting the MNRC, the referral sites listed above and the CHANGES Reservation sites listed at the end of this document. MNRC will publish an updated list once a week.

How the Jazzie's Place Reservation Waitlist Operates

Once you have entered the Jazzie's Place Reservation Waitlist

- When you have an entry on the Waitlist, you will move up as those ahead of you receive a shelter reservation or are dropped from the list due to lack of response.
- New entries are added to the bottom of the Jazzie's Place Reservation Waitlist.
- All 90-day reservations for the beds in Jazzie's Place will come from the Waitlist.
- CHANGES reservation sites and Homeless Resource Centers will continue to make one-night and weekend reservations as beds are available.

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

It is okay for an individual to be on BOTH the 311 Shelter Reservation Waitlist and the Jazzie's Place Reservation Waitlist.

How Reservations will be made

- When you reach the top group on the Waitlist and a 90-day bed reservation is available for the section(s) of Jazzie's Place that you stated as your preference, you will have 2 weeks/14 calendar days to contact Mission Neighborhood Resource Center.
 - If you provided a phone number, MNRC staff will try to call you to let you know you are in the top group.
 - A note next to your record on the weekly posted Waitlist will instruct you to "Visit MNRC between 7:00 AM – Noon or 2:00 - 4:00 PM, Monday – Friday".
 - PLEASE NOTE: Some individuals who reach the top of the list may not be contacted on a particular day if they have section preferences where there is

no current vacancy. The 14-day time period for these individuals will begin as soon as there is a reservation available in a section that was preferred, even if the person does not show up to reserve that bed.

- The clients in the top group need to visit MNRC to see if a bed is available.
- **It is your responsibility to visit MNRC during the time you are at the top of the list.**

- When you visit MNRC between 7:00 AM – Noon or 2:00 – 4:00 PM, Monday – Friday, MNRC will confirm you are in the top group on the Waitlist. If you are, they will:
 - Confirm you have TB Clearance. A reservation cannot be made if you do not currently have TB Clearance noted in CHANGES.
 - Look to see if there is a vacant bed in your preferred section(s) of Jazzie's Place.
 - If a bed is available, you will be given a reservation for that night and must check in by curfew in order to begin the reservation. If you do not check in the first night, the reservation will be cancelled and you will be dropped from the Waitlist.
 - If you currently have an extended reservation at another shelter, your reservation will be for the remainder of the 90-day plus 30-day extension option of your current reservation. MNRC will cancel your current reservation and provide one in Jazzie's Place for the remaining days.
 - If you do not have a current shelter reservation, you will get a 90-day reservation in a bed at Jazzie's Place and can extend it for an additional 30 days by asking at the shelter.

NOTE: Reservations must be made in person at MNRC for Jazzie's Place. MNRC will designate a group of people at the time who are eligible for reservations in available beds. The persons from that group who visit MNRC first will be given the a Jazzie's Place reservation in a vacant bed, even if someone is immediately above them. The person above will not be dropped from the Waitlist except for the following reasons.

- Once a person has reached the top group of the Waitlist that person needs to check in with MNRC.

- If the person does not visit MNRC during the 2 weeks from the time of reaching the top group of the Waitlist, the person will be dropped from the list and can rejoin the list at the bottom.
 - If the person does not have TB Clearance and fails to obtain it during the two weeks in the top group, that person will be dropped from the list and can rejoin the list at the bottom.
 - If the person is offered a bed in a section(s) that was the preference and the reservation is declined, the person will be dropped from the list and can rejoin the list at the bottom.
 - If a person is in the top group but there is not bed in the preferred section(s) when the person visits MNRC, they will remain in the top group as long as they visit MNRC within 2 weeks of the previous visit.
- Reservations cannot be made if you do not have a current TB clearance OR if you do not have a fingerprint and/or photo image (unless exempted) in your CHANGES profile.
 - You can call 311 or visit a CHANGES reservation site to check on your TB Clearance status of profile status.
 - Updates to TB clearance, finger images, profile photos and any exemptions are only made at CHANGES reservation sites. 311 cannot do this.

Questions & Concerns can be raised by

- Visiting Mission Neighborhood Resource Center during the hours listed below.
- Mission Neighborhood Resource Center can
 - Set up or update your CHANGES profile.
 - Assist with the 311 Shelter Reservation Waitlist for access to long-term reservations in the general shelter program.
 - Add names to the Jazzie’s Place Reservation Waitlist.
 - Make reservations in a Jazzie’s Place bed when a person rises to the top of the Jazzie’s Waitlist.

Mission Neighborhood Resource Center

165 Capp Street

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

(open until 8:00 PM on Thursdays)

Saturday: 7:00AM – Noon

Jazzie’s Place reservations are made Monday – Friday,

between 7:00 AM – Noon or 2:00 – 4:00 PM.

Other Locations of CHANGES Reservation Sites

- The sites below can set up or update a CHANGES profile.
- These sites can assist you with the 311 Shelter Reservation Waitlist (for long-term reservations in the general shelter program).
- These sites can make one-night reservations as beds become available. Reservations cannot be obtained at the shelters.

MSC South Drop-In Center

525 Fifth Street

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

United Council of Human Services - Resource Center

2111 Jennings Street

7:00 - 9:00AM, and 7:00 – 9:00PM, every day

Glide Walk-In Center

330 Ellis Street

Monday – Friday: 7:00 – 11:00AM and 4:00 – 9:00PM

Other agencies that can assist adding to the Jazzie's Waitlist

- The following agencies are identified as referral agencies to this waitlist.
- If you cannot go to Mission Neighborhood Resource Center, contact one of these agencies for assistance regarding joining the Waitlist.

AIDS Housing Alliance/SF

350 Golden Gate Avenue

Drop-In Clinic: Mondays & Tuesdays, 10:00 AM

Homeless Youth Alliance

Call: 415/ 318-6384, or

Stop by at the corner of Haight & Cole

Mondays, Wednesdays, Fridays: 5:00 – 7:00 PM

LYRIC

127 Collingwood Street

Reception Hours: Monday - Friday, 11AM – 1PM and 2 – 6 PM

San Francisco LGBT Center

1800 Market Street

Monday – Thursday: Noon – 10 PM;

Friday: Noon – 6 PM; Saturday: 9AM – 6 PM

