



HSH COVID-19 Response Interim Shelter Reservation and Extension Policy

Revised 7/28/2020

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.

Revised Shelter Reservation Policy

Effective March 23, 2020 and until further notice.

HSH will end new postings, referrals, and reservations into temporary shelter programs. This policy applies to all HSH funded adult shelters and navigation centers; however, family shelters, 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; with the exception of family shelters, transitional housing programs, and shelters for unaccompanied minors.
- 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.

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 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

Congregate programs:

- BVHM Stay Over Program and Hamilton Family Shelter will receive unsheltered families at reduced capacities with shelter spacing.
- Families in need of Immediate Shelter can contact these programs directly for availability:



- BVHM Stay Over Program: (415) 374-6332
- For Hamilton Family Shelter and all other Individual Room Shelters. Access Points will match identified families based on family composition and with shelter spacing compliance.
 - Mission Access Point
 - Bayview Access Point
 - Central City Access Point
- 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.

Revised Shelter Extensions Policy

Effective March 18, 2020 through September 1, 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

- Adult shelters should offer a 30-day extension to any individual with a reservation ending between August 1, 2020 and September 1, 2020.
- **CAAP Beds:** HSA will continue to extend reservations for CAAP clients with an active shelter reservation.

Navigation Centers

- Navigation Centers should offer a 30-day extension to any individual in a time-limited bed with a reservation ending between August 1, 2020 and September 1, 2020.

Family shelters

- Families with a shelter stay ending on or before September 1, 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.