



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

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

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**Updated 9/14/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

**From Our Federal Partners:**

A reminder of the last FRICH webinar session – this third installment will focus on veterans homelessness and the connectivity of health, housing and homelessness services. Please see the calendar invite and agenda attached, and the link to join below. Thank you to those involved in the planning of this webinar series over this last month.

**FRICH Webinar Series Session #3: Partnerships** will be taking place tomorrow, September 15<sup>th</sup> from 11am PST to 1pm PST. Click [here](#) to view webcast and open the second attachment to add to calendar. We will be featuring speakers from the U.S Department of Veterans Affairs, Arizona Department of Housing, Arizona Health Care Cost Containment System, and a special welcome from Maricopa County Board of Supervisors Chair Clint Hickman.

*We look forward to seeing you!*

## **Air Quality Response and Weather Relief Centers:**

San Francisco continues to experience severely unhealthy air quality today and unhealthy AQI levels are anticipated to continue through the week. For current Air Quality in your area please check [airnow.gov](http://airnow.gov). Weather Relief Centers were opened last week, and are evaluated on a daily basis, based on Air Quality Index levels. Please continue to check [sf72.org](http://sf72.org) or call 311 for more information about availability, locations and hours.

During severely unhealthy air, it is important to provide your lungs respite. Everyone who can is encouraged to stay indoors. We are asking for your help in sharing the information below regarding the City's Weather Relief Centers with your unsheltered neighbors so everyone knows how to access respite.

HSH is requesting the following from Provider Partners:

- Share information about severely unhealthy air quality with guests/tenants
- Increase wellness checks on vulnerable clients
- Encourage your staff to share information about Weather Relief Centers with unsheltered individuals

## **Weather Relief Centers**

The City opened 4 indoor Weather Relief Centers:

- **Chinatown Library Branch:** 1135 Powell Street
- **SE Community Facility:** 1800 Oakdale Avenue
- **Main Branch Library:** 100 Larkin Street
- **Mission Branch:** 960 4th Street

*Hours: 10:00 a.m. to 5:30 p.m*

- For more information on Weather Relief Center hours and locations please call 311 or visit [sf72.org](http://sf72.org)
- Those accessing Weather Relief Centers are asked to limit items to personal items only

- COVID-19 Social Distancing guidelines will be followed at Weather Relief Centers
- MTA is offering free rides today and HSH and City partners are exploring additional transit options to support unsheltered individuals access Weather Relief Centers
- Weather Relief Centers are evaluated on a daily basis, based on current AQI. For updates, also follow @SF\_Emergency on Twitter.

In addition, the following actions are being taken by HSH and City partners:

- Additional Weather Relief Centers may be activated to serve guests at Safe Sleep Sites
- HSH will share appropriate messaging through social media and with established notification lists that include: Providers, City partners, community groups, HSOC, LHCB and elected officials

HOT has been distributing N95 masks and providing education on Air Quality and will continue as AQI levels allow.

For additional information please visit [SF72.org](https://sf72.org) or DPH. For current Air Quality in your area please check [airnow.gov](https://airnow.gov). We encourage everyone to sign-up for [AlertSF](#) notifications and follow HSH on Twitter for timely updates [@SF\\_HSH](#), as well as [@SF\\_Emergency](#).

Stay Well,

HSH Team

### **Updated 9/11/20**

Dear Provider Partners,

San Francisco is experiencing severely unhealthy air quality today and unhealthy AQI levels are anticipated to continue through the weekend. For current Air Quality in your area please check [airnow.gov](https://airnow.gov).

During severely unhealthy air, it is important to provide your lungs respite. Everyone who can is encouraged to stay indoors. We are asking for your help in sharing the information below regarding the City's Weather Relief Centers with your unsheltered neighbors so everyone knows how to access respite.

HSH is requesting the following from Provider Partners:

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**Mission Branch:** 960 4th Street

*Library Branch Hours: 10:00 a.m. to 5:30 p.m.(Friday & Sunday); 10:00 a.m. to 8:00 p.m. (Saturday)*

*SE Community Facility Hours: 10:00 a.m. to 5:30 p.m.*

For more information on Weather Relief Center hours and locations please call 311 or visit [sf72.org](http://sf72.org)

Those accessing Weather Relief Centers are asked to limit items to personal items only

COVID-19 Social Distancing guidelines will be followed at Weather Relief Centers

MTA is offering free rides today and HSH and City partners are exploring additional transit options to support unsheltered individuals access Weather Relief Centers

In addition, the following actions are being taken by HSH and City partners:

- Healthy Street Operation Center (HSOC) is providing outreach and N95 masks to unsheltered individuals staying in encampments across the City
- Additional Weather Relief Centers will be activated to serve guests at Safe Sleep Sites
- HSH will share appropriate messaging through social media and with established notification lists that include: Providers, City partners, community groups, HSOC, LHCB and elected officials
- HOT has been distributing N95 masks and providing education on Air Quality and will continue as AQI levels allow

For additional information please visit [SF72.org](https://sf72.org) or DPH. For current Air Quality in your area please check [airnow.gov](https://airnow.gov). We encourage everyone to sign-up for [AlertSF](#) notifications and follow HSH on Twitter for timely updates [@SF\\_HSH](#)

Onward together,  
HSH

### **Updated 9/9/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **A Message from the Interim Director of HSH:**

I wanted to thank those who highlighted quickly for me the confusion coming from my comments on the Tuesday provider call about media. This gives me the opportunity to do better with my language so we can all continue to work together.

The impetus for my message was that media continues to show up and outreach to Shelter in Place Hotels and Safe Sleep sites. There is no media (or any visitors) allowed at these sites as visitors may bring germs to our guests, so I was asking that those providers continue to reach out to [hshmedia@sfgov.org](mailto:hshmedia@sfgov.org) for support to get our colleagues in the media what they need and want without potentially infecting our guests.

I also noted that contracts with HSH will have media and publishing clauses, so I took the opportunity to remind us all of that fact. This ensures we are working from the same understanding and can continue to partner well together around media.

I want to reiterate that we really love when our partners talk to the media and share your incredible work. Most providers reach out to HSH to coordinate, because reporters tend to come to HSH in addition to you, - so it's helpful to be on the same page. This is not at all required unless your contracts say otherwise - hence my suggestion that everyone take a look.

Additionally, I wanted to address that some heard this as me suggesting partners not interact with the media or that I was somehow unhappy with some recent coverage. I did not say this, nor do I feel this way at all, so I appreciate the opportunity to clarify.

Finally, I wanted to thank again those who reached out to me to clarify, rather than drawing conclusions when my communications were unclear. The lack of clarity is on me and I will do better! Please continue to reach out to me whenever something I say is unclear - we're partners, so my door is always open.

As you have heard, we hope you will continue to share your stories, pictures and successes as part of our #HRSheros campaign. You can send this via the media box ([hshmedia@sfgov.org](mailto:hshmedia@sfgov.org)), external affairs ([hshexternalaffairs@sfgov.org](mailto:hshexternalaffairs@sfgov.org)) or [440turk@sfgov.org](mailto:440turk@sfgov.org). Three options to share the joy and success.

Many thanks for all you do. Please stay safe out there.

*Abigail*

*ps- Since I'm writing during the day and it's so dark out, please continue to look to sf72.org about updates about the air. We lift up related messages on our social media, but that site is the most up to date. I tried to explain to my kids this morning that Karl the fog is creating a shield from the smoke to keep us safe, but it means the sun is having a hard time getting through. I told them there is more smoke in the Bay Area than ever before. For all of us to know, the City emergency managers are tracking this very closely as it may change quickly. We are prepared and taking actions related to extreme weather as we always are with gratitude to many of you for working with us on this.*

### **Census 2020 Update:**

Please note the correct contact information below for Florida Robinett at the Census Bureau who is the San Francisco point of contact to schedule shelter/safe sleep preferred Service Based Enumerator response option.

**[florida.m.robinett@2020census.gov](mailto:florida.m.robinett@2020census.gov)**

### **Tuesday Provider Call Follow-up:**

The web-based referral form for SIP and I/Q sites is here: <https://covid19isorequest.getcare.com/referral>

The correct DPH number to call to report a suspected case of COVID-19 or someone presenting symptoms, OR a positive test is **415-554-2830**.

Thank you,

HSH Team

### **Updated 9/4/20**

Dear Provider Leadership,  
HSH continues to work closely with the National Weather Service and City partners through the COVID-19 Command Center to rapidly and flexibly respond to changing

weather. Based on the current forecast for simultaneous inclement weather events over the weekend, HSH will be taking the following actions:

- Activate HSH's Extreme Heat Low Level Protocols from **Sunday, September 6, 2020 – Tuesday, September 8, 2020 or until temperatures subside** that includes increased wellness checks and distribution of appropriate resources by HOT
- Continue HOT's response to Air Quality including distribution of N95 masks to unsheltered individuals during unhealthy air quality (Orange or Red)
- Share appropriate messaging through social media and with established notification lists that include: providers, City partners, community groups, HSOC and elected officials

Please share information about warm weather conditions and poor air quality with your guests/tenants, resources for how to stay safe in the heat attached.

For additional information on how to stay safe in the heat, please visit [SF72.org](http://SF72.org) or DPH. For current Air Quality in your area please check [airnow.gov](http://airnow.gov). We encourage everyone to sign up for [AlertSF](#) notifications and follow HSH on Twitter for timely updates [@SF\\_HSH](#)

Onward together,  
HSH

Attachments:

[CH\\_Extreme\\_Heat\\_COVID\\_Tips.pdf](#)

[FI\\_Extreme\\_Heat\\_COVID\\_Tips.pdf](#)

[ExtremeHeat\\_Covid\\_PublicTipSheet\\_Final.pdf](#)

[SP\\_Extreme\\_Heat\\_COVID\\_Tips.pdf](#)

## Updated 8/21/20

Dear Colleagues,

Welcome to today's COVID-19 update.

The Air Quality Index for San Francisco is projected to fluctuate from Yellow to Red due to fires happening around the Bay Area. HSH continues to work closely with the National Weather Service and City partners through the COVID Command Center to rapidly and flexibly respond to changing weather and air quality. **The City activated the response to Red status air quality on Wednesday 8/19 and will continue until air quality improves.**

HSH is taking the following actions:

- HOT will immediately increase wellness checks, distribute appropriate resources and will continue to provide information and resources on air quality.
  - Starting Wednesday 8/19 this includes the distribution of non-medical grade N95 masks with instructions on how to appropriately use
- Share appropriate messaging through social media and with established notification lists that include: providers, City partners, community groups, LHCB and elected officials

For additional information and resources on air quality, please visit [SF72.org](https://sf72.org) or [AirNow](https://airnow.org) for current Air Quality status. As Air Quality can fluctuate throughout the day, we encourage everyone to sign up for [AlertSF notifications](#) and follow HSH on Twitter [@SF\\_HSH](#) for timely updates.

### **Changes to Coordinated Entry related to Seniors**

HSH and our partners are committed to continually improving Coordinated Entry to ensure the Housing Referral Status population (San Franciscans experiencing homelessness who are prioritized for housing) is equitably representative of the chronically homeless population of San Francisco by race, ethnicity, age, sexual orientation, gender and other key equity indicators. Since early 2020 HSH has noticed that seniors over 55 were not adequately represented in the Housing Referral Status population and HSH has been working behind the scenes to analyze solutions. Today HSH implemented a solution. HSH adjusted the San Francisco Primary Assessment for adults scoring to increase the scores of seniors with extensive histories of Chronic Homelessness. This change will not require seniors or any other people experiencing homelessness to answer any new questions.

In general, we encourage all people experiencing homelessness to contact [Access Points](#) at any time to access Problem Solving and update Coordinated entry about their current living situation and contact information. However, seniors are not required to contact Coordinated Entry again to have their score adjusted. All San Francisco Primary Assessment scores for people over 55 are being recalculated, and people who were previously Problem Solving Status will have their score adjusted automatically. All seniors who were previously Problem

Solving Status who are now Housing Referral Status will be prioritized and assigned a navigator.

In summary: seniors over 55 are welcome to contact Coordinated Entry at 415-487-3300 x70000. They can also use the attached to access Problem Solving and update their living situation, contact information, as well as check their status. Seniors are not required to contact Coordinated Entry or be re-assessed in order for their score to be adjusted. Our Coordinated Entry Access partners will contact seniors who do become Housing Referral Status as a result of this change in the coming days.

Thank you,

HSH

### **Updated 8/18/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

Warm temperatures continue across the San Francisco Bay Area through Wednesday August 19th. Current weather forecasts project warm temperatures through mid-week followed by cooling weather trends. HSH continues to work closely with the National Weather Service and City partners through the COVID Command Center to rapidly and flexibly respond to changing weather. Based on the current forecast, **HSH will be continuing our Extreme Heat Low Level Protocol that was activated Thursday 8/13 through Wednesday 8/19 or until temperatures subside.**

HSH will take the following actions:

- HOT continued activations through Wednesday 8/19 or until high temperatures subside
- Share appropriate messaging through social media and with established notification lists that include: providers, City partners, LHCB, community groups, HSOC and elected officials

For additional information and resources on how to stay safe in the heat, please visit [SF72.org](https://sf72.org). We encourage everyone to sign up for [AlertSF notifications](#) and follow HSH on Twitter for timely updates [@SF\\_HSH](#). If you have urgent questions or concerns, please contact the HSH On Call Manager at 628-652-7798 or for non-urgent questions please email [440turk@sfgov.org](mailto:440turk@sfgov.org)

Thank you,  
HSH

### **Updated 8/14/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **Warm Weather Response**

We are heading into warm weather season and as today is the first warm weather event, sharing updates HSH's response. As we continue into the warm weather season, HSH will send out communications when we activate our Medium or High-level Extreme Heat Protocols.

Current forecasts predict that San Francisco will be experiencing warm temperatures this Friday - Sunday. Due to the current forecast, HSH activated our Extreme Heat Low Level Response Protocol as of Thursday 8/13 and will continue through the weekend or until temperatures drop. [Here](#) please find printable fliers from our City partners on how to stay safe in the heat.

HSH's Low Level Extreme Heat Response Actions include:

- HOT will increase wellness checks, distribute appropriate resources and provide guidance on how to stay safe in the heat

### **On behalf of community partners:**

International Overdose Awareness Day is fast approaching at the end of August, and after some careful planning, the DOPE Project is stoked to announce that we

will be hosting our annual Overdose Awareness Day cookout and celebration on **Friday, August 28, 2 - 4pm on the 100 Block of Golden Gate!!!** Thanks to the organizations on the 100 Block, we'll be feeding folks, playing dope music from a local DJ, offering Narcan trainings, and our community altar, which grows every year, will be there for people to add their loved ones to.

**Last year, San Franciscans who use drugs and their community reversed over 2,600 overdoses. Between January and June of this year, they've already reversed over 1,500 overdoses. Now, more than ever, is the time to celebrate our community's resilience and successes**

**The Citywide Narcan Distribution schedule is [here](#).** If any organization or team needs an overdose prevention and naloxone/Narcan training, please reach out to Harm Reduction's training coordinator Frances Fu at [fu@harmreduction.org](mailto:fu@harmreduction.org), and she'll make it happen.

**Tipping Point Community Chronic Homelessness Initiative:**

*We are excited to share that Tipping Point Community's Chronic Homelessness Initiative is seeking a seasoned consultant to assist the City in developing a racial equity plan based on its shared commitment to create racial equity within the Homelessness Response System. TPC plans to provide this assistance through an in-kind gift to the City in support of this critical work. [Click Here to apply](#)*

Feel free to share the text in italics and link above to your network

Stay safe, cool, and socially distant!

Thank you,

HSH

**Updated 8/11/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **Eviction Moratorium extended through August 31, 2020**

The eviction moratorium was updated on July 27, and extended through August 31, 2020. Please see [English](#) and [Spanish](#) versions of the text.

### **Mayor's Proposed Budget for FY2020-2021**

HSH is excited to share that the [Mayor's Proposed Budget for FY20-21](#) does not include any cuts to existing HSH programs and services. In fact, the Mayor's proposed budget includes enhancements to HSH's base budget as well as significant investments to support the Mayor's proposed Homelessness Response Plan including a historic expansion of Permanent Supportive Housing.

A reminder that this is the proposed budget and conversations and negotiations will take place over the next 4-6 weeks with various stakeholders with the final budget being published by October 2020. We will continue to update you as information becomes available.

If you have questions about the status of your agreement, please contact your contract analyst.

### **Community Based Cooling**

Sending out on behalf of the Department of Public Health:

#### **What is Community Based Cooling?**

Climate change means hotter days and more heat waves. As you all know, over the last few years, the community has responded to these unprecedented temperatures by opening their doors to those who need to cool down, caring for those who need help to stay healthy in their homes, and checking in on neighbors and loved ones. The City is committed to helping your clients, staff, and neighbors stay safe and working with community organizations and networks to develop culturally competent extreme heat preparedness and response plans.

**This year, as we are all forced to simultaneously plan for extreme heat and COVID-19, the City would like to explore how we can best support these efforts.**

**Please let us know how we can best support your organization or your community by filling out the google survey: [HERE](#)**

### **Extreme Heat Impacts Health**

We are particularly vulnerable to these high temperatures. Research shows that during hot days, the number of emergency room visits increases more in San Francisco than it does almost anywhere else in California. One of the reasons San Francisco is so vulnerable to extreme heat is because our homes and buildings were built for cool temperatures, not hot weather. Our city has one of the lowest rates of air conditioning ownership anywhere in the country. And in San Francisco, access to these cool spaces is inequitable.

This year, the COVID-19 pandemic may make the health impacts of extreme heat more severe. The same populations most vulnerable to COVID-19 are the ones most vulnerable to extreme heat. And access to both community spaces such as malls, movie theaters, pools, and libraries and to personal spaces such as the homes of friends or family remains limited or discouraged to reduce the spread of COVID-19. These spaces often represent the only protection from extreme heat for San Franciscans without air conditioning or other cooling.

### **What is the City Extreme Heat Emergency Preparedness and Response Plan?**

The San Francisco extreme heat preparedness and response plan includes both support to San Franciscans to stay cool in their home while sheltering-in-place and, for those who can't, support to help San Franciscans who are unable to stay cool in their home through congregate cooling sites.

### **Congregate Cooling Sites**

As part of the City preparedness and response strategy, we want to partner with the Community to identify, resource, and communicate Congregate cooling sites.

If you are interested learning more about community cooling or interested in partnering in other extreme heat preparedness and response activities, please fill out the attached survey: <https://forms.gle/PYpoiwZAYULhwNyc7>

Thank you,

HSH

**Updated 8/7/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

**Announcing Coordinated Entry Tow and Boot Program**

HSH is excited to announce the Coordinated Entry Tow and Boot Program in partnership with the Financial Justice Project and SFMTA. This program serves people experiencing homelessness that have visited an Access Point within the last 6 months, and can provide a one-time waiver of tow or boot fees and/or waive storage fees for up to 15 days. For more information on eligibility and how to access please reference the attached flier or link below.

If your agency is serving people experiencing homelessness who may be interested in accessing this service but are not eligible, please provide feedback to Megan Owens, HSH Manager of Coordinated Entry at [Megan.Owens@sfgov.org](mailto:Megan.Owens@sfgov.org)

Here is a link to other fine and fee discounts for the City and County of San Francisco, and the Superior Court of San Francisco from the Financial Justice Project. These discounts are available to people with low incomes or experiencing homelessness. There are many ways people can get substantial discounts on traffic tickets, parking tickets, or Quality of Life citations.

Please don't hesitate to reach out to the Financial Justice Project if you have questions about any of these available discounts, or for situations related to fines or fees for which there are no established discounts or waivers.

Thank you,

HSH

**Updated 8/4/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

**Essential Worker Ride Home**

The Essential Worker Ride Home program has been expanded. The program is now available to essential workers commuting home at any time of the day (previously restricted to rides between 9:00 p.m.-8:30 a.m.). With the expanded the eligibility, we hope to continue serving those who are most in need of a safe and reliable ride home.

The program will cover the cost of taxi rides home for essential employees in San Francisco, up to ten (10) rides per month, per person, and up to \$70 per ride. Participants must first submit an application to verify essential employment status, need, and intended use. Once approved, participants can take an official taxi for eligible trips and request a reimbursement, which must include taxi receipt(s) and must be submitted within 14 calendar days of the trip.

Please carefully review the eligibility requirements. You must meet both the eligible participant and eligible trip requirements to qualify.

Thank you,

HSH

**Updated 7/29/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

**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

- o Will immediately stop making one-night reservations.
- 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

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:
  - o 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.
  - o Mission Access Point
  - o Bayview Access Point
  - o Central City Access Point
- 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)
  - 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.

Thank you,

HSH

### **Updated 7/25/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **Relocation of First Friendship Family Shelter to a new congregate, emergency shelter and steps to take in the interim for families needing immediate shelter:**

First Friendship Family Shelter has been a longstanding safety net program in the community where families could call or walk in and have a meal and warm place to spend the night. Providence Foundation, with financial support from the City has been grateful to operate a shelter at First Friendship for families for many years. Replacing this shelter site has been publicly part of HSH's plans for some time and is on the agenda for 2020 regardless of the COVID emergency

The Department of Homelessness and Supportive Housing has received feedback over the years from families served by the program and from community stakeholders that the facilities at 501 Steiner Street were not sufficient to meet the needs of families. The facility was not accessible 24/7, there were no onsite shower facilities and no storage available. COVID-19 has made these challenges more intense as access to hygiene and 24/7 operations are critical. The site was also a fully congregate setting with poor air flow making it particularly challenging to implement COVID-19 prevention and mitigation strategies.

HSH and Providence have been in search for a replacement site that would better address the needs of families. During the City's Shelter in Place, community members, the City and Providence acquired rooms for families a currently staying at First Friendship at a hotel which provided families with the recommended amenities.

Given the indefinite nature of shelter in place and the opportunity to continue utilizing the hotel, Providence provided First Friendship Institutional Baptist Church a 60-day notice on June 24th, 2020.

Effective July 24th, First Friendship Family Shelter will no longer be open. HSH is in the process of developing a congregate site in the very near term which will be the front door of the family shelter system. We will continue to evaluate that temporary solution as things progress. The desire for family shelter is not high due to COVID but its critically important and aligned to national best practice that congregate remain the front door to our system of care.

In the interim, if any family is in need of shelter placement they can connect with an Access Point for problem solving, eligibility for shelter and related housing services. See [here](#) for access point locations and operating hours.

Thank you,

HSH

### **Updated 7/22/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **Updated PPE Guidance**

HSH's partners at the Department of Human Resources (DHR) and the SF Department of Public Health (SFDPH) have finalized [PPE guidance](#) that we are extending to our nonprofit partners. The [PPE Guidance Framework and Table](#) provides an overview of PPE recommendations tied to the level of risk of COVID-19 based on the type of interaction. The level of risk of COVID-19 exposure relates to an employee's specific location and the job duties, as opposed to the job classification. Some employees with the same classification may have different risks of exposure. At the minimum, all employees must comply with face covering requirements. This basic face covering, which must cover nose and mouth, when coupled with face covering by the public, reduces infection spread ("my mask protects you, your mask protects me").

Please work with your internal agency Human Resources (HR) departments and/or safety officers to implement the PPE Guidance Framework and Table among your staff.

We encourage our PSH partners to continue to obtain face coverings and PPE through donations, as possible, and to use your existing supply procurement processes to purchase PPE. Please contact your HSH contracts analyst and follow HSH policies if you need to request a budget revision. The CCC Affordable Housing Unit continues to fulfill supply requests for PPE and cleaning supplies as needed through the website <https://sf.civichub.us/>.

### **Mayor Breed and HSH Announce Homelessness Recovery Plan**

Yesterday, Mayor Breed and HSH announced the Homelessness Recovery Plan that expands capacity in the Homeless Response System of Care to ensure that people sheltered in SIP hotels during the COVID-19 pandemic have a safe place to return to after the crisis and to expand the system in response to the growing homelessness crisis. This plan includes 6,000 placements for people experiencing homelessness over the next two years, including 4,500 placements into Permanent Supportive Housing. Additional placements will be made into the existing and expanding shelter system, and through prevention, problem-solving and rapid rehousing. This plan includes the largest two-year expansion of new Permanent Supportive Housing units in the last 20 years

The expansion of the homelessness response system is dependent on the passage of two measures on the November ballot—the Business Tax Reform measure and the Health and Recovery General Obligation Bond, in addition to activating further state and local funding sources. The Health and Recovery Bond received unanimous support from the Board at its first vote on Tuesday, July 14th.

The Homelessness Recovery Plan includes new and existing Permanent Supportive Housing, maintaining safe sleeping sites, and reactivating some spaces in the existing shelter system at a safe capacity with COVID modifications in place. By the close of 2022, the City plans to complete the largest one-time expansion of Permanent Supportive Housing in the last 20 years with 1,500 new units on-line.

Beginning this year, the City will move housing referral status individuals including those currently sheltering in place in SIP hotels into Permanent Supportive Housing. In Fiscal Year (FY) 2020-2021, the City plans to purchase and lease 1,000 new Permanent Supportive Housing units and add an additional 500 PSH units in FY2021-2022. In partnership with Tipping Point Community, 200 of the 500 newly leased units will be made available through a flexible housing subsidy pool. The City will be exploring a variety of possible sites for acquisition to identify buildings that meet the needs of future tenants and are financially feasible for the City.

Additionally, the City plans to reactive its adult shelter system to a capacity of 1,000 beds by August 2020, reopening up to 500 placements for people experiencing homelessness. This increase will include robust COVID-informed safety measures including daily health screening, social distancing, enhanced cleaning and other preventative measures. Due to the COVID-19 pandemic, the City's adult congregate shelter system is expected to remain at 50% of total capacity (or approximately 1,000 beds) to protect the safety of clients and staff. Assuming the COVID-19 pandemic has subsided, capacity in the adult shelter system will return to pre-COVID levels, reopening approximately 1,000 existing placements in previously existing shelter locations.

In addition to the existing shelter system, the City expects to open the first Transitional Aged Youth (TAY) Navigation Center serving up to 75 young people ages 18-24 in Fall 2020, open a new adult SAFE Navigation Center in January 2021 to serve the Bayview community and continue the operations of 120 RVs to maintain the expanded emergency shelter.

Finally, in anticipation that people experiencing the crisis of homelessness may increase as the economic impacts of the pandemic evolve, the City will be investing further in homelessness prevention and targeting these expanded resources to align with best practices.

We look forward to working with our staff, provider partners, and the community to put this ambitious plan into action to expand the Homeless Response System and end homelessness and suffering for more San Franciscans. This plan invests in the potential for hope amidst this devastating crisis.

HSH shared this exciting news on social media and invites you to like, follow and share on Twitter ([@SF\\_HSH](#)) or Facebook ([@SanFranciscoHSH](#)).

## **Homelessness Prevention Assistance Programs**

As discussed on last week's provider calls, attached is the presentation given by Julieta Barcaglioni on the Homelessness Prevention Assistance Programs available for your reference.

Thank you for all you do,

HSH

## **Updated 7/16/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

## **Coordinated Entry Access Points COVID Update**

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 numbers to connect with the Access Points.

**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.**

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

Thank you,

HSH

**Updated 7/10/20**

Dear Colleagues,

Announcing the next step for the HRS-WIN- The Homelessness Response System Workforce Initiative

In March, HSH and Tipping Point Community launched a partnership to respond to system-wide workforce needs that were exacerbated by COVID-19. Tipping Point generously brought on two recruiting consultants experienced in bulk hiring for non-profits, and launched a site to post jobs, screen applications, and match applicants to opportunities with our providers. **This initiative is named the SF Homelessness Response System Workforce Initiative (HRS-WIN), and the site is <https://chi.mysmartjobboard.com/>.**

To date, 19 service providers have worked with HRS WIN to post 59 jobs descriptions for over 130 employment opportunities. Approximately 1,000 applications have been received, and 484 were sent to providers after screening. The service providers who have participated have completed a small number of hires, and demand for support with recruitment has slowed.

**Funding has been renewed for the HRS-WIN initiative for an additional 90 days, but it will only be further renewed that if it proves to provide more value to providers in the Homelessness Response System.**

The HRS-WIN consultants are available to post jobs, attract a high volume of applicants, perform minimum-qualifications review and candidate phone-screening, and match job-seekers to job opportunities with different providers in the Homelessness Response System. If your non-profit would benefit from these services, please reach out to the following members of the HRS-WIN team:

- Dana Hagenbuch, [dana@dhsearch.net](mailto:dana@dhsearch.net)
- Amanda Gulino, [amanda@abettermonday.co](mailto:amanda@abettermonday.co)
- Andrea Faiss, [afaiss@tippingpoint.org](mailto:afaiss@tippingpoint.org)

**If you engage with this team, you will be expected to check-in weekly and commit to provide updates so the team can track progress and outcomes.**

Thank you to Tipping Point and its Chronic Homelessness Initiative for rapidly responding to an urgent need in our Homelessness Response System.

Thank you,

HSH

**Updated 7/7/20**

Dear Colleagues,

The following is a message from US Dept. of Housing and Urban Development (HUD).

**New HUD Resources:**

**Self-Certification of Income Form**

HUD recently published a Sample Self-Certification of Income Form to implement HOME COVID-19 Waivers. Participating jurisdictions can use this to document the annual income of (a) individuals and families that have lost employment or income either permanently or temporarily due to the COVID-19 pandemic, and (b) homeless individuals and families who are applying for admission to a HOME rental unit or to participate in a HOME-funded emergency Tenant Based Rental Assistance program.

**HUD Webinar**

HUD SNAPS office will also be hosting a webinar: COVID-19 Homeless System Response: Discussion of Equity Products on Thursday, July 9<sup>th</sup> at noon PDT. This webinar will focus on their recently released Rehousing Activation and Racial Equity Part 1: Equity as the Foundation document.

**HUD Resources on Racial Equity**

Finally, HUD's data tool STELLA now includes new resources to identify service gaps, improve strategies and analyze racial equity.

Thank you for all you are doing,

HSH Team

**Updated 7/6/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

**San Francisco Department of Public Health and GLIDE Launch New**

**Tenderloin Neighborhood Testing Site, July 7**

New pop-up testing site to provide free, low barrier COVID-19 testing to Tenderloin residents

The San Francisco Department of Public Health (DPH) and GLIDE today announced the establishment of the Tenderloin Neighborhood Testing Site at GLIDE, a new free COVID-19 testing site in GLIDE's parking lot adjacent to the entrance at 330 Ellis Street.

In an effort to ensure accessible COVID-19 testing for vulnerable communities in the Tenderloin neighborhood, the new pop-up testing site will begin offering walk-through COVID-19 testing on Tuesday, July 7. The Tenderloin Neighborhood Testing Site at GLIDE will serve some of the City's most vulnerable populations, including unhoused and underserved residents. By collaborating with community-based organizations that directly serve the neighborhood residents, this site expands the City's testing outreach and education to the Tenderloin community. The Tenderloin currently has a high rate of positive cases among those who have been tested, with 106.1 positive cases per 10,000 residents. To date, there are 314 positive cases among an estimated 29,588 residents of the neighborhood.

"As we adapt to living with COVID-19 until we have a vaccine, testing continues to be a critical part of our citywide response and will help us slow the spread of the virus in our community," said Mayor London N. Breed. "Thanks to GLIDE and the Department of Public Health, this new site in the heart of the Tenderloin will make it easier for people to get tested if they are leaving home to go to work or are feeling sick, while also connecting people to resources like food, hygiene kits, and other social services." "The Tenderloin has been hit hard by the COVID-19 pandemic, and establishing this permanent testing site in partnership with community organizations is a critical step in protecting the health of the

neighborhood,” said Supervisor Matt Haney. Last week, the testing site held a pilot to ensure smooth operations before tomorrow’s official launch, effectively testing 26 people. This accomplishment builds on the success of the City’s first mobile testing site, launched in the Tenderloin on May 20, in which the City partnered with Verily, GLIDE, Code Tenderloin, and other community partners over nine days to test more than 1,600 of the neighborhood’s most vulnerable residents. “We are excited to bring another testing site into the Tenderloin that offers free, low barrier access, and culturally competent testing services,” said Dr. Grant Colfax, Director of Health. “This testing expansion is possible thanks to our partnership with GLIDE and other community providers to prioritize the safety of vulnerable community members. We are determined to create a familiar and welcoming presence at the testing site for everyone in the neighborhood, in addition to raising awareness about the resources and services offered on site, and the importance of contact tracing for those who test positive.”

“We are pleased to partner with the City of San Francisco to provide COVID-19 testing at GLIDE for the most marginalized in our City,” said Karen Hanrahan, President and CEO of GLIDE. “We will lean on our trusted relationships with community partners to make sure the homeless and hardest to reach can access testing, obtain their test results and receive the care they need. During this global pandemic, GLIDE will continue to expand our services and do whatever we can to enhance the health, dignity, and protection of the most marginalized – in the Tenderloin and throughout San Francisco.”

Testing at the site will take place on **Tuesdays from 10:00AM to 4:00PM**, and people can sign up in advance. GLIDE will have staff at the lobby of 330 Ellis Street, ready to register community members on Thursdays and Fridays from 10:00AM to 4:00PM, with the goal of moving toward same-day registration in the near future. Residents will be registered for testing on a Tuesday of their choice without a specific appointment time. The testing site is also working to add a second day of testing per week.

DPH will administer the tests, providing test results by phone, and conducting contact tracing and offering social services if test results are positive. For those who do not have phones, GLIDE will assist with lowering barriers by connecting the person with access to their test results and contact tracing interviews. Contact tracing is an essential component of follow up for positive test results, and

participants will be informed about the importance of working with contact tracers to slow the spread of the virus.

GLIDE is a nationally recognized center for social justice dedicated to fighting systemic injustices, creating pathways out of poverty and crisis, and transforming lives. In addition to supporting the testing operation, GLIDE's integrated comprehensive services, advocacy initiatives, and inclusiveness empower individuals, families, and children to achieve stability and thrive. GLIDE is on the forefront of addressing some of the most pressing issues including poverty, housing insecurity, mental and physical health, drug use disorder, and food insecurity. Joining this effort are trusted community partners, Code Tenderloin, Coalition on Homelessness, Tenderloin Community Benefit District and St. Anthony's that are helping raise awareness about the site and connecting people to other services. Code Tenderloin will also be handing out masks on the testing site for those who need it.

To learn more about GLIDE, visit <https://www.glide.org/>. For more information about the operations of Tenderloin Neighborhood Testing Site at GLIDE, visit [sf.gov/gettestedsf](https://sf.gov/gettestedsf).

Thank you for all you are doing,

HSH Team

### **Updated 6/26/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **Revised Shelter Reservation Policy**

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.

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.
- 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.

Read the full revision [here](#)

### **Statement from Mayor Breed**

Mayor London Breed today announced that San Francisco is experiencing a concerning increase in local COVID-19 cases, and as a result will be temporarily delaying the reopening of certain businesses and activities scheduled to be allowed to resume on Monday, June 29th. These include: hair salons and barber shops, nail salons, tattoo salons, museums, zoos, outdoor bars, and outdoor swimming. There is no change to businesses and activities currently allowed under prior reopening phases.

See the full statement [here](#)

Thank you for all you are doing,

HSH Team

### **Updated 6/18/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **Private Hotel Memo**

To respond to the needs of people experiencing homelessness who stay in congregate shelters a few members of the Board of Supervisors, in partnership with philanthropic organizations, moved people out of shelters and into privately funded hotels. In some cases, the City was aware of these efforts. While city staff appreciated the motivation behind moving people to hotels with private resources, we have remained clear that the City may not be in the position to continue funding these hotels once the private resources have expired. In a few cases, the shelter guests moved to the hotels do have the vulnerability criteria that would have made them eligible for city funded Shelter in Place (SIP) hotels, however most do not.

See full document [here](#).

### **Shelter and Outreach Screening Tool (updated 6/15/2020)**

The shelter and outreach screening tool has been updated effective June 15, 2020.

See full document [here](#).

### **Trauma Informed Systems Resources**

HSH would like to share some Trauma Informed Systems resources that may be of interest to you and your organization.

These resources are for leaders produced through Heal SF, DPH's partnership with Trauma Transformed and Our Children Our Families (OCOF.) The Heal SF tools aim to support leaders with reflective practices. As you know, reflective practices are critical to implement during reactive times because they can mitigate harm and the reproduction of inequities and trauma.

### **Video Webinars**

- **4 R's and 5C's Leading During Pandemic Response phase:** The 5 C's are guidelines for leaders to follow during crises: *Clarity, Cohesion, Connection, Communication, and Courage*. The 4 R's are the stages of a pandemic: *Readiness, Response, Recovery, Renewal*. This 40-minute webinar stars Dr. Ken Epstein, Dr. Irene Sung and Antoine Moore.

- Link to Vimeo with chapter marks: <https://player.vimeo.com/video/423268933>
- Link to video without chapters: <https://vimeo.com/423268933>

## **Documents**

- **5C's of Leading During Pandemic Response**
- **Resourcing Practices for Leaders During Crisis**

Thank you and take good care,

HSH SEA Team

## **Updated 6/10/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **RFQ #130**

The Answers and Clarifications to RFQ #130 – COVID-19 Services document has been posted to the HSH website: <http://hsh.sfgov.org/overview/procurements/>. Please note that the RFQ questions period is now closed. Questions related to becoming a City Vendor will continue to be answered up until the Applications deadline.

The Applications deadline is **June 16, 2020 by 5:00 pm**. Given the email submittal requirement, please ensure that Applications have been sent by checking your email sent folder.

Thank you for your interest in providing services to San Francisco's most vulnerable neighbors.

### **Updated DPH Guidance**

For the most updated DPH information and guidance, please see: [SFDPH COVID-19 Information and Guidance: What's New](#). Please note the recent updates in the following categories. These updates are also posted on HSH's [extranet](#).

## **Returning to Work/Leaving Isolation – Updated 6/8/2020**

Please see this document, [Interim Guidance: Leaving Isolation or Returning to Work for Those Who Have Confirmed or Suspected COVID-19](#), for guidance for those with confirmed or suspected COVID-19 can end isolation and return to work.

## **San Francisco Shelter-in-Place Order – Updated 6/1/2020**

Please see updated [Order of the Health Officer No. C19-07e](#). This Order is in effect, without a specific expiration date, until it is extended, rescinded, superseded, or amended in writing by the Health Officer.

For more information on the updates, please see [FAQs](#) for SF Health Orders.

Thank you and take good care,

HSH Team

## **Updated 5/29/20**

Dear Colleagues,  
Welcome to today's COVID-19 update.

### **Summer Child Care**

As you know, the City has made free emergency childcare available to many frontline staff in the medical and homeless response system. Given that the school year is coming to an end, so is the childcare program. The Emergency Child Care program will be concluding next Friday, June 5. Rec and Park will be transitioning to a limited summer camp season beginning June 15, per the City's updated health order.

If you're interested in summer camps, you can view catalog of available camps [here](#). Please note, these camps are not free of charge but there are [scholarships available](#). Registration will begin June 6.

If these camps do not fit your needs, you can also visit the [Department of Children, Youth and their Families website](#) for other resources.

## **Updated DPH Guidance**

For the most updated DPH information and guidance, please see: [SFDPH COVID-19 Information and Guidance: What's New](#). Please note the recent updates in the following categories. These updates are also posted on HSH's [extranet](#):

### **Face Coverings – Updated 5/28/2020**

[A new Health Order](#) requires residents and workers to wear face coverings outside the home. Click [here](#) for Mayor Breed's announcement.

Wearing a face covering is most effective when combined with physical distancing and hand washing. It is not a substitute for staying home, but it is a way to protect other people and reduce the chance of transmission when outside the house. [San Francisco's Stay Home order](#) is still in effect, and residents should continue to stay inside as much as possible.

### **Asking COVID-19 Screening Questions – Updated 5/26/2020**

Click for [Interim Guidance: Asking COVID-19 Screening Questions at Any Businesses, Organization, Or Facility](#)

The required screening questions are posted at [www.sfcdcp.org/screening-handout](http://www.sfcdcp.org/screening-handout).

### **Preventing and Managing COVID-19 Transmission in Shelters and Navigation Centers – Updated 5/23/2020**

Please review the [updated Interim Guidance](#) developed by the San Francisco Department of Public Health for use by people experiencing homelessness, homeless shelters, and navigation centers.

Note: This replaces the document "Preventing COVID-19 among Persons Experiencing Homelessness," to reflect ongoing community transmission in San Francisco.

### **San Francisco Shelter-in-Place Order – Updated 5/22/2020**

Please see updated [Order of the Health Officer No. C19-07e](#). This new Order replaces the prior May 17, 2020 extension of the shelter in place order. This Order is in effect, without a specific expiration date, until it is extended, rescinded, superseded, or amended in writing by the Health Officer.

For more information on the updates, please see [FAQs](#) for SF Health Orders.

For the most updated information, please also see:

- [SFDPH COVID-19 Information and Guidance: What's New](#)
- <https://sf.gov/stay-home-except-essential-needs>

Thank you for all you are doing,

HSH Team

**Updated 5/26/20**

**HSH COVID-19 Response  
Interim Shelter Reservation and Extension Policy  
Revised 5/26/2020**

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. For a PDF of this document, click [here](#).

**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, 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

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:
  - o First Friendship: (415) 642-0221
  - o 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:

- Access Points will match identified families currently in congregate into designated rooms based on family composition and with shelter spacing compliance.

**Revised Shelter Extensions Policy**

Effective March 18, 2020 through July 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

- **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 JULY 1, 2020 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 July 1, 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 July 1, 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 July 1, 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 July 1, 2020, do not extend the stay.

### Family shelters

- Families with a shelter stay ending on or before July 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.

### **Shelter Grievance Policy**

See HSH's Interim Shelter Guidance on Warnings and Denials of Service.

### **Updated 5/21/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **Important Update Regarding Tenderloin Testing Events**

Participants are strongly encouraged to register in advance by calling 415-701-2311 (multilingual) or online at: [sf.gov/GetTestedSF](https://sf.gov/GetTestedSF) and click "Book at Tenderloin Pop-Up" (English only).

If unable to register by phone or online, registration is taking place at Glide, 330 Ellis Street—2 ½ blocks from the testing location at Tenderloin Recreation Center, 570 Ellis Street.

Please click for the following materials:

- [GetTestedSF flyer](#) with Tenderloin and other locations
- Tenderloin COVID-19 testing [flyer in English](#); quarter page [flyer in English](#)
- Tenderloin COVID-19 testing [flyer in Spanish](#)
- Tenderloin COVID-19 testing [flyer in Chinese](#)

### **Updated DPH Guidance – PSH, SROs & Transitional Housing**

This [updated document](#) combines the previous “congregate housing” guidance (5/3/20) and FAQ (4/18/20). The document also includes updated information about how to get COVID-19 testing and what to do if residents have COVID-19.

[Click here](#) for a listing of recently published DPH guidance.

## **Update 5/20/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **Get Housing Help Webpage**

The City created a “[get housing help](#)” webpage that features the [residential eviction moratorium](#), [hotel guest removal moratorium](#), and [Give2SF Housing Stabilization Program](#). You may link to the pages above or go to: <https://sf.gov/get-housing-help-during-coronavirus-pandemic>.

### **COVID-19 Testing for Children Under 18**

In response to an inquiry on Tuesday’s provider update call, [clinics and all five Alternate Test Sites](#) are testing children based on the same criteria as adults (living in San Francisco with one symptom or has been in close contact with a positive COVID-19 person).

The mobile testing at the Tenderloin Recreation Center is limited to adults 18+.

Stay safe and be well!

HSH Team

## **Update 5/19/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

## **Shelter in Place Order Updated May 18, 2020**

Please see updated [Order of the Health Officer No. C19-07d](#). This Order is in effect, without a specific expiration date, until it is extended, rescinded, superseded, or amended in writing by the Health Officer.

For more information, including details on the updates, please see [FAQs for San Francisco Health Orders](#).

The San Francisco Department of Public Health has released [the new Health Order Directives \(in multiple languages\)](#) to help set the stage for safe reopening.

Thank you for all you do!

HSH Team

## **Update 5/18/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

## **COVID-19 Testing in the Tenderloin Starts Wednesday, May 20**

Free quick and easy COVID-19 testing for Adults 18+ provided by SF Department of Public Health, Human Rights Commission, GLIDE & Code Tenderloin with support from Supervisor Matt Haney and Tenderloin community partners.

Tenderloin Recreation Center, 570 Ellis St

- Wednesday, May 20, 12pm – 4pm
- Thursday – Sunday, May 21 – May 24, 10am – 4pm
- Thursday – Monday, May 28 – June 1, 10am – 4pm

\$10 Safeway gift card for first 3,000 people tested

To schedule an appointment, go to: [sf.gov/GetTestedSF](https://sf.gov/GetTestedSF) and click "Book at Tenderloin Pop-Up" (English only) or call 415-701-2311 (multilingual). There are also sign-ups available during testing hours at the site.

Please click for the following materials:

- [GetTestedSF flyer](#) with Tenderloin and other locations
- Tenderloin COVID-19 testing [flyer in English](#); quarter page [flyer in English](#)
- Tenderloin COVID-19 testing [flyer in Spanish](#)
- Tenderloin COVID-19 testing [flyer in Chinese](#)

Please see Mayor London Breed's [announcement](#) for more information.

### **Shelter in Place Hotels and On-Site Monitor Positions**

Thank you to Hospitality House, Glide, and other providers for hosting a call to help nonprofit providers and leaders understand:

- How to connect homeless and formerly homeless job seekers to connect with temporary work opportunities as Site Monitors
- What's next: the vision for how these temporary jobs will lead to a next career step
- How to partner with the city to help open more Shelter in Place hotels.

Interested in joining this call? Please contact: Benjamin Lintschinger [bl@glide.org](mailto:bl@glide.org)

[Please see the flyer with more information and how to apply for the On-Site Monitor position.](#)

Thank you and take good care!

HSH Team

### **Update 5/15/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **Provider Update Calls**

Thank you for your input on the Tuesday and Thursday provider update calls. Starting next week, the calls will be reorganized as follows:

- **Tuesday’s** call will continue as 1 hour for updates, announcements, and questions
  - DPH will join the call every other Tuesday
- **Thursday’s** call will be 30 minutes and focus on announcements

**SF Responds: Emergency Resources for Nonprofits and Special Districts**

Please visit the [SF Responds website](#) for more information about resources that may be available to your organization in the form of grants from the Federal Emergency Management Agency (FEMA), California Office of Emergency Services (Cal OES), and through the Coronavirus Aid, Relief, and Economic Security Act (CARES Act), and other sources.

The City and County of San Francisco Controller’s Office will host a webinar in the weeks ahead to introduce interested parties to this information and to answer questions. Webinar details will be posted on the SF Responds website in the coming days.

In the interim, we encourage you to consider listening to an upcoming Cal OES Applicants’ Briefing (information below) to learn more about the FEMA application procedures, cost eligibility, documentation requirements, payment processing, and deadlines specific to the FEMA Public Assistance Program for the COVID-19 Pandemic.

<b>Date</b>	<b>Time (PST)</b>	<b>Applicants’ Briefing Webinar Link</b>
May 18	9 a.m. to noon	<a href="#">Briefing for Private Nonprofits</a>
May 18	2 to 5 p.m.	<a href="#">Briefing</a>
May 19	9 a.m. to noon	<a href="#">Briefing</a>
May 19	2 to 5 p.m.	<a href="#">Briefing for Private Nonprofits</a>
May 20	9 a.m. to noon	<a href="#">Briefing for Private Nonprofits</a>
May 20	2 to 5 p.m.	<a href="#">Briefing</a>

May 21

2PM– 5PM

[Briefing for Private Nonprofits](#)

## **Food Access**

The Emergency Operation Center's Feeding Unit has launched a public webpage at [sf.gov/get-food-resources](https://sf.gov/get-food-resources) and 311 resources to help people navigate their food options, including community providers and public benefits.

[Click here for 'Need Food Resources?' flyer](#) in multiple languages.

With gratitude,

HSH Team

## **Update 5/14/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **Frequently Asked Questions: PSH Providers and COVID-19 - UPDATED**

This is the [updated document](#). Please disregard the version linked to the 5/12/2020 email.

The FAQ document was developed from PSH Provider questions that came up at the recent meeting with DPH. The FAQs provide additional information in the following areas:

- Notification of COVID-19 Positive Tenants
- Close Contacts and Contact Tracing
- Isolation and Quarantine
- Preventing and Containing Clusters of COVID-19 Cases
- Additional Resources

### **COVID Notification Process for PSH**

HSH is writing to share an important announcement from SFDPH. First, there is a practice shift around the COVID notification process for PSH. SFDPH has heard the requests of PSH staff to disclose COVID-impacted residents' identities to better align supportive services. After review SFDPH has determined that the

identification of COVID-positive residents falls within the matrix of SFDPH privacy and can be disclosed to site support staff to better coordinate care for impacted individuals.

We know your relationships with your residents are a valuable resource and appreciate your partnership and efforts. Moving forward, when there is a case in Permanent Supportive Housing, SFDPH will disclose their identity to onsite PSH support staff so as to optimize care and resources for the residents. The name disclosure will happen over the phone directly to HSH-identified support staff, with follow up emails going to property management without PHI as per existing protocol. **At this time, this process applies for SRO buildings only.** We are exploring the possibility of expanding this practice to other housing sites with supportive services.

The names reporting practice replaces previous contact tracing efforts. The names reporting will allow for more targeted identification of close contacts so those individuals can be referred for testing.

As a reminder, the services staff receiving the notification AND any services team members they may need to further disclose the tenant's name for care coordination, must be up to date on their DPH Privacy and Compliance training—see [attached link](#) for information about how to access the training. **Please ensure that you have taken this training within the last year as annual re-training is mandatory.**

Thank you for all you do!

HSH Team

### **Update 5/12/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

**Frequently Asked Questions: PSH Providers and COVID-19 - 5/13/2020**  
**UPDATE - this document will be re-sent and re-posted, as some changes were made.**

This document was developed from PSH Provider questions that came up at the recent meeting with DPH. The FAQs provide additional information in the following areas:

- Notification of COVID-19 Positive Tenants
- Close Contacts and Contact Tracing
- Isolation and Quarantine
- Preventing and Containing Clusters of COVID-19 Cases
- Additional Resources

**COVID-19 Recommendations for SRO Settings**

Please see this [one-page summary](#) of COVID-19 recommendations for SRO settings.

For full guidance and frequently asked questions: visit [www.sfcddcp.org/covid19](http://www.sfcddcp.org/covid19) under "Congregate Living Settings"

**Temporary Moratoriums on Residential Evictions**

Please read and follow the [updated rules and regulations](#) (updated 4/30/2020) regarding evictions from all Permanent Supportive Housing programs funded or sponsored by the Department of Homelessness and Supportive Housing.

**Interim Shelter Guidance**

The Interim Shelter Guidance on Warnings and Denials of Service was revised on 5/12/2020. The full text is available [here](#) and on the extranet.

The Interim Shelter Reservation and Extension Policy was revised on 4/22/2020. The full text is available [here](#) and on the extranet.

**Food Access – Glide Update**

Glide, 330 Ellis Street, Phone 415-674-6040

### Free hot meals:

- In takeout containers
- 3 times a day during the week
- Breakfast every day, 8:00 am to 9:00 am
- Lunch Monday to Friday, 12 pm – 1 pm
- Dinner Monday to Friday, 4:00 pm to 5:00 pm
- Bagged meal given after breakfast on Saturday and Sunday

For the most updated information, please see program schedule – updated weekly: <https://www.glide.org/covid19/>

Be well and safe!

HSH Team

### **Update 5/8/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **COVID-19 Serologic Testing**

A question came up on Thursday's Provider Update Call about Serologic Testing. Please see more information [here](#).

### **Food Access**

In April, Mayor London N. Breed [announced](#) a citywide effort to help San Franciscans access food during the COVID-19 pandemic. The 311 Call Center will provide those who are COVID-19-positive or awaiting test results with food deliveries while they are in isolation or quarantine.

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

- Call 311

- Check out the Citywide food resources website: <https://sf.gov/get-food-resources>

In addition, these food resources remain in place:

- [SFUSD Free School Meal Program](#)
- [SF-Marín Food Bank Food Locator](#)
- [SFHSA](#)
- 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.](#)
- <https://sfserviceguide.org/covid/foodmap>

**CalFresh Goes Virtual:** CalFresh [launched](#) EBT online purchasing to allow individuals to purchase their groceries at Amazon and Walmart online with their EBT card while a statewide stay at home order remains in place. CalWORKs recipients may also be able to use cash benefits to make purchases online at Walmart.

### **Guidance on Masks received from the Affordable Housing & Congregate Living EOC Team**

At this time we are only able to provide masks for essential staff including janitorial staff at your buildings. Most importantly we encourage all of you to post flyers throughout your building regarding the requirement and importance of face coverings as well as reminding all residents to practice social distancing. Click [this link](#) for the Outreach Tool kit created by the City in response to COVID-19. **This link is updated periodically with new materials as well as translations of included documents and previous documents. It now contains translated 'Everyone must wear a face covering' flyers.**

### **Affordable Housing and Congregate Living Resources from EOC**

If you have not done so already, please fill out the Emergency Operations Center's [survey](#) to provide information about your cleaning needs.

The EOC team has created a centralized way for you to reach the Affordable Housing/ Congregate Living EOC Unit:

- To communicate your cleaning supplies and janitorial service needs, please email [CleaningServicesEOC@sfgov.org](mailto:CleaningServicesEOC@sfgov.org)
- To communicate with us regarding affordable housing supports or COVID-19 guidance, please email [AffordableHousingEOC@sfgov.org](mailto:AffordableHousingEOC@sfgov.org)

Be well and safe!

HSH Team

## **Update 5/7/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **Give2SF Fund for Housing Stabilization**

The City and County of San Francisco's recently launched the Give2SF Fund for Housing Stabilization which provides financial assistance to eligible households, regardless of immigration status, who have experienced a substantial loss of income due to COVID-19 and cannot afford their housing costs. This program is administered by the Mayor's Office of Housing and Community Development. More information and application information can be found here: <https://sf.gov/apply-help-housing-costs-coronavirus-pandemic>

### **Pharmacy Delivery**

Please note, pharmacy deliveries require clients to be home to accept delivery. Most agencies will not accept medication delivery at front desk. Medication Delivery is perfect for clients who are adhering to the SIP order. Also note that while delivery is free, any usual co-pays will need to be collected COD or paid remotely.

### **Walgreens.**

Walgreens will deliver free of charge.

### **Scriptsite Pharmacy.**

Accept Medi-cal and Medicare. Bubblepacking available. Free Delivery.

870 Market St (Flood Building, 10th Floor)

415-800-8060

**Daniels Pharmacy.** Accepts Medi-cal and Medicare. Bubblepacking Available. Free Delivery. They do not fill controlled medications.

943 Geneva Ave

415-584-2210

**Alto Pharmacy.**

Mainly online platform. Great if there is a support staff to help a client get set up.

Thank you and take good care,

HSH Team

## **Update 5/6/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **HSH Provider Calls**

In an effort to minimize issues some of us experience during the Provider Update call, we are advising everyone to participate in MS Teams using the web browser. Please allows MS Teams to access microphone and camera if you plan to participate via video.

Please submit your questions for Thursday's to [440Turk@sfgov.org](mailto:440Turk@sfgov.org) by 12pm tomorrow. Please include "Question for Provider Call" in the subject line.

### **Webinar: Building an Equitable Community-Wide Response to COVID-19**

Tuesday, May 12, 10:00 – 10:45am, [register here](#)

Across the country data is showing the burden of COVID-19 has fallen disproportionately on people of color. This webinar will discuss how to develop an equitable response, CSH will share an overview of the [CSH Racial Disparities and Disproportionality Index](#) tool and offer examples of how communities are using data to develop their response and build toward lasting change.

[View webinar recordings and register for future webinars in the series.](#)

Thank you for all you do!

HSH Team

## **Update 5/5/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **How COVID19 is Impacting the Lives & Care of People who Use Drugs**

Panel on May 6 from 4:30pm to 6:00pm. Sponsored by The Harm Reduction & Addiction Medicine Interest Group at UCSF. For more information and to register, [click here](#).

### **Updated Congregate Housing COVID Guidance and FAQs**

Updated DPH guidance: "[Preventing Spread of COVID-19 in Community Congregate Housing Settings for Those Who Are Housed in Private Rooms](#)" is available and posted on our extranet.

### **Essential Worker Ride Home**

HSH is excited to share that through the work of San Francisco Dept. of the Environment we are now able to make new transportation assistance available to essential workers in the Homeless Response System.

The new program is designed to support essential workers who depend on public transit options for their daily commute. [Essential Worker Ride Home](#), is for late-night commuters with limited to no transit options returning home. **Essential**

**workers who are eligible and commuting home between the hours of 9:00 p.m. and 8:30 a.m. can be reimbursed up to 10 taxi rides per month, per person, and up to \$70 per ride.**

To learn more about the program eligibility requirements and how to apply, please visit [sfenvironment.org/essential-worker-ride-home](https://sfenvironment.org/essential-worker-ride-home). We'd greatly appreciate your help sharing this info with you staff so that all those in need can apply. Based on the demand and availability of funding, the City will explore ways to adjust and evolve the program to serve more workers, and will keep you all posted.

Keep up the great work during this difficult time.

In Partnership,

HSH Team

### **Update 5/4/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

#### **COVID-19 Testing**

Today the City announced that all essential workers in San Francisco will now be eligible for COVID-19 testing, **regardless of symptoms or exposure**. The expanded testing criteria is another step toward the City's goal of universal access to testing for all San Franciscans. The expansion to asymptomatic essential workers (this includes City staff and our nonprofit partners on the frontline of the COVID-19 response) is citywide and effective today and applies to all testing conducted at CityTestSF and the Department of Public Health (DPH) community test sites.

The new policy expands COVID-19 testing to include any essential workers, including health care workers, first responders, grocery clerks, construction workers, drivers, childcare workers and others (including staff working in the Homeless Response System) who continue to leave their homes each day to serve San Francisco during the Stay Home Order. You and your staff are essential workers who interact daily with other people and cannot easily maintain social

distance by staying home. This testing is now available for your staff regardless of symptoms and we encourage staff to be tested immediately when they feel ill, or have symptoms consistent with COVID-19, or if they believe they have been exposed. No doctor's note will be required, and the test is free.

[Click here](#) to make an appointment for a test.

You can check out the Mayor's press release on the topic [here](#).

### **Webinar: Culturally-Adapted Suicide Prevention in the Age of COVID-19**

Wednesday, May 6, 2020, 12:00 pm – 1:00 pm – [register online](#)

Before the outbreak of COVID-19 the United States was experiencing a suicide crisis, with suicide rates increasing 35% between 1999 and 2018. Secondary consequences of social distancing may increase the risk of suicide. Economic stress, social isolation, anxiety, and barriers to mental health treatment have all been linked to increases in suicide. In addition, marginalized communities have been disproportionately impacted. While current public health efforts have been necessary and effective in reducing the spread of the virus, implementation should include a comprehensive approach that considers multiple US public health priorities, including suicide prevention. This webinar will discuss interventions that clinicians and others can use to mitigate a potential increase in suicide rates in a way that takes into account the needs of marginalized populations.

#### **Learning Objectives:**

At the conclusion of this activity participants should be able to

1. Implement two frameworks for conceptualizing cultural suicide risk in the context of COVID-19.
2. Utilize methods of assessing culturally-specific suicide risk factors in the context of COVID-19.
3. Implement two cultural adaptations to suicide intervention in the context of COVID-19.

**Who should attend:** This training is sponsored by Behavioral Health Services, San Francisco Department of Public Health. Civil Service and contracted providers are invited to attend.

[Click here](#) for more information or to register online.

Thank you for all that you and your teams are doing every day to support our unhoused neighbors.

HSH Team

**Update 5/1/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

### **Front-Line Worker Housing Program**

San Francisco's Front-Line Worker Housing (FLWH) Program provides complimentary hotel accommodations to City workers and partner organizations who are directly impacted by or face greater exposure to COVID-19 while performing essential duties. The goal of the program is to help prevent community spread of the virus within first responder and front-line worker communities and to provide respite for those who may be working extended hours or commuting long distances.

For more information, please read the [Frequently Asked Questions](#). To apply, please read the [FAQs](#) then complete the application located [here](#). Please direct any questions to [FLWH@sfgov.org](mailto:FLWH@sfgov.org).

### **Economic Impact Payments**

People who receive Supplemental Security Income and Department of Veterans Affairs benefits who have children **need to act by May 5** to quickly receive the full amount of their Economic Impact Payment. Those who need to act are those who receive SSI or VA Compensation and Pension benefits and didn't file a tax return in 2018 or 2019. More information is [here](#).

With gratitude,

HSH Team

**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.

### **COVID-19 Resource Directory for HSH Providers – Updated 4/28/2020**

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**

#### **COVID-19 Resource Directory for HSH Providers (4/28/2020)**

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.

## **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.

## **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>. 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/HSR Community Contact** 415-855-1180 [SROsites@sfdph.org](mailto: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 HSR/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](mailto:AffordableHousingEOC@SFGov.org)
- Janitorial Services: [CleaningServicesEOC@SFGov.org](mailto:CleaningServicesEOC@SFGov.org)
- Required Cleaning Standards: Visit <https://www.sfdph.org/dph/alerts/files/COVID%E2%80%9019-Minimum-Environmental-Cleaning-Standards.pdf>

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](mailto: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](mailto: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

- <https://www.sfdph.org/dph/alerts/coronavirus.asp>

SFDPH COVID-19 information for healthcare providers

- <https://www.sfdcp.org/infectious-diseases-a-to-z/coronavirus-2019-novel-coronavirus/coronavirus-2019-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=qp0qpW](#)with this 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](mailto: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), CADDC, 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](mailto:akalvarado@nicoschc.org).

## Other Questions

If you have any questions, please feel free to contact Kat Alvarado at [akalvarado@nicoschc.org](mailto: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**

### **COVID-19 Resource Directory for HSH Providers (4/21/2020)**

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.

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/HSR Community Contact** 415-855-1180 [SROsites@sfdph.org](mailto: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 HSR/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](mailto:AffordableHousingEOC@SFGov.org)
- Janitorial Services: [CleaningServicesEOC@SFGov.org](mailto:CleaningServicesEOC@SFGov.org)
- Required Cleaning Standards: Visit <https://www.sfdph.org/dph/alerts/files/COVID%E2%80%9019-Minimum-Environmental-Cleaning-Standards.pdf>

### 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](mailto: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](mailto: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

- <https://www.sfdph.org/dph/alerts/coronavirus.asp>

SFDPH COVID-19 information for healthcare providers

- <https://www.sfcdcp.org/infectious-diseases-a-to-z/coronavirus-2019-novel-coronavirus/coronavirus-2019-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.](#) [Link to the Public Health Order here.](#)

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.](#)

Please also see: [updated Frequently Asked Questions](#)

## **Updated Congregate Housing COVID Guidance and FAQs**

DPH guidance: "[Preventing Spread of COVID-19 in Community Congregate Housing Settings for Those Who Are Housed in Private Rooms](#)" and updated [FAQs](#) are available. Congregate housing includes SRO's and permanent supportive housing.

## **Older Adults**

Precautions and activities for anyone over 60 during the COVID-19 outbreak, visit: <https://sf.gov/stay-healthy-older-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>

## **Residential Eviction Moratorium Update**

Please see the new binding [Rules and Regulations](#) dated April 14, 2020 to implement the Residential Eviction Moratorium Order that Mayor Breed issued on March 13 and updated on March 23, 2020.

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>

### **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](#) 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](#), 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,

HSH Team

## **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.

Program	Room/Bed Capacity	Reduced Bed Capacity
Diamond	16	8
Huckleberry House	6	4
First Friendship	50	25
Lark Inn	40	20
Buena Vista Horace Mann	60	30
Harbor House	30	Individual Room Shelter

Compass Family Center	22	Individual Room Shelter
St. Joseph's Family Center	10	Individual Room Shelter
Tropica	12	Individual Room Shelter
Jelani	17	Individual Room Shelter

### **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>

### **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

## **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:

<https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here>

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](mailto: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](mailto: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.

Be well!

HSH Team

**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
  - 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 2<sup>nd</sup> and 23<sup>rd</sup>, 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 30<sup>TH</sup> 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](#).

### **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](mailto: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](#) United States, San Francisco (Toll)

Conference ID: 183 824 548#

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)

Thank you for your participation!

HSH Team

**Update 4/6/20**

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](mailto: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](mailto: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](mailto: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.

View the policy on the Controller's Office website at: <http://openbook.sfgov.org/webreports/details3.aspx?id=2810>

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@sf.gov](mailto:heather.kittel@sfgov.org)

**Questions:** For general questions related to the content of the webinar, please contact [affordablehousingEOC@sf.gov](mailto:affordablehousingEOC@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](#). Congregate housing includes SRO's and permanent supportive housing.

Housing providers are requested to have staff participate in an April 6<sup>th</sup> 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@sf.gov](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.sfgdcp.org/covid19>.

## **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](#).

### 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](mailto: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](#) 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](mailto: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>.
- 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](mailto: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** 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 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](mailto: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

[http://www.freeprintshop.org/download/eats\\_english.pdf](http://www.freeprintshop.org/download/eats_english.pdf)

<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 as 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](#). 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.**

<b>Coordinated Entry for Adults</b>	<b>415-487-3300 x7000</b>
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<b>Access Points for Families</b>	<b>Phone Number</b>
Central City Access Point	415- 644-0504
Mission Access Point	415-972-1281
Bayview Access Point	415-430-6320

<b>Access Points for Youth</b>	<b>Phone Number</b>
Larkin Street Access Point for Youth	415-673-0911
3rd Street Youth Center and Clinic	510-936-1324
Homeless Youth Alliance	415-318-6384
Huckleberry Youth Programs	415-535-0884

LYRIC

415-696-4191

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 10<sup>th</sup> Street**

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

**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

## **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

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 1:00-5:00pm

Please direct all questions about this update to Megan Owens at [megan.owens@sfgov.org](mailto:megan.owens@sfgov.org)

Thanks,

Megan

## **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](mailto: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](mailto:440turk@sfgov.org) if you need an invitation to the extranet or have comments or suggestions.

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

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

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

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

Stay safe and well!

HSH Team

### **Update 3/23/20**

Dear Temporary Shelter Community Partners:

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

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

## **Timeline for Temporary Shelter Policy and Operational Changes**

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

### **Best Practices Guidance**

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

## **Timeline for Temporary Shelter Policy and Operational Changes**

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

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

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

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

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

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

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

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

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

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

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

### **Best Practices Guidance for Temporary Shelter Programs**

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

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

**Post DPH or CDC recommended signage** on hand hygiene, cough and sneeze etiquette and staying home when sick at all entries, elevators, common bathrooms and other locations appropriate to your site, in the appropriate languages (see links in DPH guidance or on [sf72.org](http://sf72.org)). Contact [440Turk@sfgov.org](mailto: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](mailto: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](mailto:440Turk@sfgov.org).

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

Sincerely,

Emergency Operations Center

And

San Francisco Department of Homelessness and Supportive Housing

### **Update 3/20/20**

Dear colleagues,

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

### **Supplies:**

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

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

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

### **Outreach:**

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

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

Please visit the following website for helpful Outreach resources!

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

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

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

In partnership,

HSH Team

## Update 3/20/20

### Meals and Food Resources

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

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

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

### Glide and St. Anthony's

Monday - Friday

Breakfast

7:30 AM – Senior and Adults w/ Disabilities

8:00 AM – General Public

Lunch

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

Dinner

4:00 PM – General Public

Saturday - Sunday

Breakfast

7:30 AM – Senior and Adults w/ Disabilities

8:00 AM – General Public

Lunch

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

the breakfast line

Clients can access lunch at St. Anthony's

### **Mother Brown's**

Breakfast: 7:00 AM - 9:00 AM

Dinner: 5:00 PM - 7:00 PM

### **Martin de Porres**

Tuesday to Saturday : Noon - 2pm

Sunday and Monday: 9am - 10am

### **Families**

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

### **Food Bank**

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

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

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

### **Food Runners**

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

Finally, one more reminder to reach out to [440turk@sfgov.org](mailto: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](mailto:info@tenderlointechnologylab.org) **with "LinkSF update" in the subject line** and include the following information in the body of your email:

Agency name

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

Address

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

Telephone

Website

Any additional notes

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

## **Update 3/20/20**

### **Social Distancing and Visitor Policies 2020-03-20**

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

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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 3/19/20**

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](mailto:440turk@sfgov.org) and let us know.)

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

#### Transit Updates:

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

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

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

#### AC Transit Routes:

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

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

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

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

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

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

More news:

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

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

Thank you all!

HSH Team

## **Update 3/19/20**

### **COVID-19 Positive People in Housing**

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

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

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

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

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

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

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

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

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

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

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

### **What if I need help getting cleaning supplies?**

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

### **Where can I get more information?**

DPH Guidance for Congregate Living Situations

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

Thank you!

HSH Team

**Update 3/18/20**

Good evening, colleagues --

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

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

In the meantime, some reminders and links for you:

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

SF Food Runners are working hard to distribute food donations (which are often perishable and in need of quick distribution and consumption). Please connect with them at [dispatcher@foodrunners.org](mailto:dispatcher@foodrunners.org) and if you need additional assistance in making this connection please email [440Turk@sfgov.org](mailto: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](mailto:440turk@sfgov.org) is checked at least hourly from 8am to 10pm seven days a week.

[440turk@sfgov.org](mailto:440turk@sfgov.org) is your contact address for everything COVID-19 related from HSH: email [440turk@sfgov.org](mailto: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](mailto: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](mailto: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](mailto:440turk@sfgov.org) for any questions or requests about these emails.

Thank you!

HSH Team

### **Update 3/16/20**

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

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

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

## **Update 3/13/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

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

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

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

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

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

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

**Outreach updates:**

20 hand wash stations outside in the community

10 hand wash stations for inside shelters

Working on putting hand sanitizer stations in shelters and navigation centers

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

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

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

Glide temporarily suspended services but will re-open on Monday

**Masks:**

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

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

Thank you!

HSH Team

**Update 3/12/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

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

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

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

[Public Health Recommendations Regarding Social Distancing](#)

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

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

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

Thank you!

HSH Team

### **Update 3/11/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

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

## Supportive Housing Providers

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

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

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

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

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

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

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

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

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

Note from HSH Policy & Legislative Affairs:

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

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

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

Thank you!

HSH Team

## **Update 3/10/20**

Dear Colleagues,

Welcome to today's COVID-19 update.

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

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

Thank you!

HSH Team

## **COVID-19 Daily Update 2020-03-10**

Dear Colleagues,

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

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

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

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

Please complete our surveys!

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

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

Thank you all!

HSH Team

## **COVID-19 Daily Update 2020-03-09**

Dear Partners,

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

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

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

[PowerBI Map](#)

[Google Map](#)

Upcoming meetings include the following:

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

Supportive Housing Providers meeting Tuesday, March 10 at 1pm

Temporary Shelter Providers meeting Wednesday, March 11 at 1pm

## **COVID-19 Update - March 6, 2020**

Colleagues:

Thanks to those who were on the call today. There will be another call at 4pm on Tuesday. Please send any questions you have to [440turk@sfgov.org](mailto: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](http://www.sfdph.org) or [www.sf72.org](http://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