



January 27, 2021

«First_Name» «Last_name»
SIP Hotel Site # «Shelter_Site_Name»
Room «Room»

Dear «First_Name»:

The City and County of San Francisco and our partners remain committed to helping you connect to housing and to end your homelessness. Beginning February 1, 2021, the Department of Homelessness and Supportive Housing (HSH) will begin prioritizing Shelter-in-Place (SIP) Hotel guests to permanent housing based on COVID vulnerability through a process called Pandemic Prioritization.

The Coordinated Entry System has continued to operate throughout San Francisco's COVID response; however, the Pandemic Prioritization will help to connect more guests in the SIP Hotels to permanent housing.

Below is information to help you prepare as staff begins to meet with guests to help you develop your housing plan and next steps. Be prepared to respond quickly and to share information so that we are able to help you connect to available housing and support resources. The Care Coordinator for your site is «**Care_Coordinator_First**» «**Care_Coordinator_Last**». They will support and guide you and your SIP Hotel neighbors move to permanent housing. «First_Name» can be reached Monday through Friday from 9 AM to 5 PM. If you cannot find «Care_Coordinator_First», please ask for your hotel's Shift Supervisor.

- You may be asked to self-certify or verify your COVID vulnerability. Please be prepared to work with the health worker to answer any questions.
- If you have not done so already, please arrange to complete your Coordinated Entry assessment. You may call (415) 487-3300 x.7000 or «First_Name» «Care_Coordinator_Last» can connect you directly with a Problem Solver.
- Please gather the following information/documents and provide them to your Care Coordinator:
 - Identification
 - Social Security Card/Number (if you have a Social Security Number)
 - Income Verification
 - National Tenant Network Release form (your Care Coordinator will help you fill out a form)

If you have trouble obtaining this information, please contact your Care Coordinator.

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We appreciate your patience and we are dedicated to making your transition into your next phase of life as smooth and easy on you as possible and are looking forward to supporting and guiding you.

SIGN UP FOR UPDATES

In the coming weeks and months, HSH would like to keep in touch with you to provide you with information about the SIP Hotel Program, services designed to support your transition into permanent housing, and other updates. You will always receive a physical copy of key information delivered to your hotel room, such as this letter. We are also now offering additional modes of communication updates by text message, voicemail, email, and access to a private website.

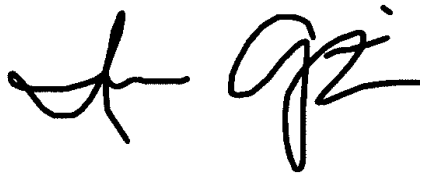
If you would like to opt-in to any combination of these services, please contact **Megan Owens** or **Genevieve Herrera** with the following information:

Megan Owens megan.owens@sfgov.org
Genevieve Herrera 415.423.7273 genevieve.herrera@sfgov.org

Type of communication	Contact information needed
Access to website	Email address
Text Message	Cell phone number
Email	Email address

If you have questions, please speak to «Care_Coordinator_First» «Care_Coordinator_Last». You also are welcome to reach out to HSH and/or the COVID-19 Command Center via Megan Owens or Genevieve Herrera any time with questions or concerns about this process. We are working together as one team to support your transition into permanent housing.

Sincerely,



Irene Agustin
Director of Coordinated Entry and Problem Solving

