***San Francisco Adult Shelter Access Workgroup***

***Draft Consensus Roadmap***

***8/20/2012***

*These are the suggestions that were brought up most frequently during SAW meetings and client focus groups. To suggest additional items for review by the group, please email* [*Amanda.fried@sfgov.org*](mailto:Amanda.fried@sfgov.org)

*\*Broad support / consensus during client focus groups. Please note, not all recommendations were considered by clients.*

Transportation and Barriers

1. All clients should have a no-cost and ADA accessible way to get to their shelter reservation\*
2. All clients should have access to no-cost and ADA accessible transportation throughout their shelter stay\*
3. Clients should be able to use proof of shelter reservation in lieu of fare on Muni\*
4. Clients should have access to an accessible MAP van that operates in a loop to shelters and resource centers\*
5. The City should increase free storage available for homeless individuals
6. The City should increase language access capacity during reservation process by expanding access to language line translation systems

Shelter Reservation Allocation

1. The City should expand shelter capacity\* by:
   1. Creating medically supportive shelter beds including hospice care and pain management
   2. Adding specialized geriatric unit for seniors
   3. Adding a set-aside for people with disabilities
   4. Creating set-aside beds for clients exiting medical or mental health facilities
2. If there is no expansion of shelter capacity (beyond what is already planned in the Bayview and with LGBT Shelter), the City should:
   1. Create set-aside beds for seniors
   2. Create set-aside beds for people with disabilities
   3. Create set-aside beds for clients exiting medical or mental health facilities
3. The City should not institute any new set-asides from the resource center allocation of beds\*

Moving Beyond Lines

1. The City should increase access to the shelter reservation system\*:
   1. By continuing to allow individuals to get basic information about the shelter reservation process and make, check status of, and confirm reservations at resource centers.
   2. By allowing individuals to get basic information about the shelter reservation process and make, check status of, and confirm reservations using 311[[1]](#footnote-1)
   3. By allowing individuals to get basic information about the shelter reservation process and to make, check status of, and confirm reservations online
   4. By allowing individuals to get basic information about the shelter reservation process and make, check status of, and confirm reservation requests while in the hospital, treatment program or jail
2. The City should centralized the reasonable accommodation form system so it travels with the client regardless of shelter
3. The City should implement a lottery system for shelter reservations (See below)
   1. The lottery should use an algorithm to bump up frequent losers
   2. The lottery should allow clients to state a preference of shelter placements
   3. The lottery should take into account reasonable accommodation, ie necessity for accessible beds and beds near outlets for electric wheelchairs

Lottery Background Info (from Meeting 2 notes)

Instituting a Lottery has the potential to:

* Take away “advantage” of the first come first served system
* Remove barriers for people with disabilities, working people, students,
* Allow for collection of more accurate data on turn aways, site rejections, etc
* Allow for use of technology for those who have access, while reserving critical human contact at resource centers / reservation sites.

Examples of how this could work:

90-day reservation:

* Register 24/7 for 90 day reservation. Can only enter once per week.
* Can choose to be entered in one-night lottery if not successful in 90 day lottery.
* Receive confirmation / tracking number for lottery
* Random selection of entries converted to reservations by noon each day
* Clients contacted to confirm reservation (e.g. by phone, by calling 311, broadcast message (Twitter Fast Follow), VoIP system, posted, resource center staff, etc.)
* Reservations not claimed by check-in time will be released for 1-night only

One- Night Reservation:

* Registration opens from 12:01 to 4:30pm every day.
* Receive confirmation / tracking number for lottery
* Random selection of entries converted to reservations by 5pm each day
* Clients contacted to confirm reservation (e.g. by phone, by calling 311, broadcast message (Twitter Fast Follow), VoIP system, resource center staff, etc.)
* Any one-night bed available after 6pm will be available for reservation by reservation stations

1. Clients were supportive of using 311 only if there was a lottery, there was agreement that this would not be fair in a first-come-first-serve system [↑](#footnote-ref-1)