***DRAFT***

**Lottery/Wait List Shelter Reservation Proposal**

**For Access to 90-Day Adult Shelter Reservations**

***Starting the lottery/wait list process:***

In order to eliminate long lines during the launch of this new system, the first lottery would not be drawn until ONE WEEK AFTER the implementation date. This will allow clients to submit entries for 7 days prior to the first lottery being held. Thereafter, the lottery of the “new” entries will be done on a daily basis for those individuals requesting a 90-day reservation during the previous 24 hours.

***How the lottery/wait list system will work:***

At a set time each afternoon, the 311 system will conduct a lottery and generate a random and unique sequential reservation waitlist number for “new” entries in the system. The “new” entries will be added at the bottom of any pre-existing entries that have already be placed on the waitlist via a previous randomized lottery but that have not yet been offered an available 90-day reservation. This process will determine a client’s position on the wait list for a 90-day shelter bed. Each morning, 311 will make shelter reservations for those clients at the top of the wait list equivalent to the number of available 90-day reservations in beds released that morning. For example, if 20 90-day reservations are available, the first 20 names listed will be awarded those beds. Those not receiving a reservation will move up on the waitlist accordingly.

***How clients can be placed on the lottery/wait list system:***

1. Clients must be registered with a profile in the CHANGES system in order to participate in the reservation lottery/waitlist system.
	* Clients register a profile in changes at a CHANGES reservation station.
	* 311 will not be able to register people into CHANGES.
2. ONLY ONE ENTRY PER PERSON ON THE WAITLIST IS ALLOWED.
3. Anyone who already has a 90-day bed or is in an extension of a 90-day bed is not allowed to get entered into the lottery/wait list system until they no longer have access to that bed.
4. Clients registered in CHANGES may enter the lottery/waitlist system using any of the following processes:
	* Clients may call 311, 24 hours a day 7 days a week.
		+ 311 staff will verify eligibility in CHANGES and enter the request into the CRM system. A Service Request (SR) number will be assigned and sent to the HSA – 90 Day Shelter Reservation Queue.
		+ *Entries submitted prior to the daily afternoon cut-off time will be counted towards that day’s lottery. Entries submitted after the daily afternoon cut-off time will go into the next day’s lottery.*
	* Clients may go in person to any reservation center during their hours of operation.
		+ Reservation centers will have phones available and ask client(s) to call 311 or may call 311 on behalf of the client to get their name entered into the 311 system.
		+ Reservation center staff can enter the client’s information into 311’s CRM system. A Service Request (SR) number will be sent to the HSA – 90 Day Shelter Reservation.
		+ Reservation centers can compile a list of clients wishing to enter the 90 day lottery and email their list of lottery entries to 311 each day.
		+ For entries not entered directly into the 311 CRM system, to be eligible for that day’s lottery, the Reservation Centers must forward their candidate list to 311 for entry into CRM by one hour before the daily afternoon cut-off time. Any calls or emails from Reservation Centers received after that will go into the next day’s lottery.
5. After the daily afternoon cut-off time, 311 will conduct a a computerized random selection process of the “new” requests submitted during the 24-hours prior to the daily afternoon cut-off time. These new entries will be placed at the bottom of the existing wait list should there be any remaining wait listed clients from the previous day.

***How reservations will be made:***

1. Each morning, 311 will obtain the number of shelter beds available for a 90-day reservation in the CHANGES system. 311 will utilize the wait list to determine who will be offered a 90-day reservation in these beds.
2. 311 will enter the reservations into CHANGES.
3. 311 updates SR information for reservation made and closes out the request in CRM
4. Clients with specific shelter preferences, as stated when entering the lottery, will be passed over if their shelter preference is not available at the time reservations are made. Those passed over will retain their ranking on the reservation waitlist and will only receive a reservation when a bed in their preferred shelter(s) becomes available.
5. 311 will generate reports for reservations made along with an updated waitlist (frequency and recipients to be determined).
6. 311 will attempt to contact selectees via phone; however, callers can call 311 or visit a reservation center to verify their status. In addition, clients can obtain information about their place on the waitlist at any shelter, reservation center, or by calling 311.
7. Reservation centers will assist in contacting the individuals at the top of the wait list to let them know to check often as they are nearing being selected. Should a client report that they are no longer interested in being on the list: the reservation center will close out the client’s entry in the CRM system.
8. Beds not claimed by check in time will be released for single night reservations for that night only.
9. A client at the top of the waitlist who is offered a 90-day reservation will have a set period of time – by shelter curfew two days after the reservation is made - to claim that reservation before it is offered to the next person on the list.

NOTE: The specific times each day when 90-day reservations are made and the daily afternoon cut-off for new entries will be established as the business practices are finalized between 311, CHANGES reservation sites and HSA.

Definitions:

CHANGES – the database that holds profiles of individuals wanting to use and using the city’s adult emergency shelter system. The database also holds the shelter reservations.

CRM – a customer relationship management system that allows management and tracking of interactions and requests.