



*San Francisco Human Services Agency
Housing and Homeless Division: Joyce D. Crum, Director
Single Adult Shelter Policy: Reservation & Extension Policy*

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Single Adult Shelter Reservation & Reservation Extension Policy

In the San Francisco Single Adult Emergency Shelter system, reservations for the same day are obtained in person at CHANGES (the city's adult emergency shelter reservation system) reservation stations as sleeping units (beds, mats or cots) are available.

I. Adult Shelter Reservations

The CHANGES reservation stations do not determine or change the length of reservation possible but will offer what is available at the time of the request.

- One- to three-day reservations are made when the sleeping unit is available for that period but has either an on-going reservation or a designated use that makes it unavailable for a longer reservation. These reservations cannot be extended at the shelter.
- 90-day reservations are made whenever a sleeping unit is available for at least that period of time.

II. Check-In/Curfew Violations

- Check-In/Curfew Violation: Each shelter has a time when clients are to check-in for that night's reservation. There is also a curfew by which clients must be checked-in and remain in the shelter. If a client does not check-in on time or is not present and checked into the shelter by curfew, a Check-In/Curfew Violation will occur. The only exception is if the client has an approved Late Pass (see also, Late Pass Policy). With a Late Pass, a Check-In/Curfew Violation occurs if the client is not present and checked into the shelter by the Late Pass time.
 - With any Check-In/Curfew Violation, the sleeping unit may be released for the night of the violation for someone else's use as a one-night reservation.

- A client with a shelter reservation must check-in by curfew (or the pre-established late pass time) on the first night of the reservation. If the client fails to check-in, the entire reservation will be cancelled.
 - If the reservation is cancelled due to a Check-In/Curfew Violation on the first night of the reservation, the client will need to return to a CHANGES reservation station to obtain a new reservation based on what is available at the time of the request.
 - A reservation that is cancelled due to a Check-In/Curfew Violation on the first night does not result in a DOS for the client nor is the client suspended from the shelter for any period of time. Therefore, this does not become part of the internal hearing and Arbitration process.

- During the 90-day reservation and the subsequent extensions, including the first night of a reservation, if a client is transported from the shelter to the hospital, referred to a medical clinic by SF HOT or SF START, or the clinic calls while the client is at the clinic receiving treatment, the shelter shift supervisor may check in that client for one night without loss of the reservation on the first night or without a Check-in/Curfew violation later in the stay. Since most clients are released the same or next day, this holds the bed one night only and cannot be extended to subsequent nights.
 - The client must return to the shelter with written documentation from the hospital or medical treatment facility.
 - This is only for one night and one time during a 90-day reservation and the related extensions.
 - If the client has had one such check-in by the shelter shift supervisor during a reservation period and its allowable extensions, any other days missed will be handled according to the policy as described here.
 - If the client is kept by the clinic/hospital longer than one overnight or this occurs more than once during a shelter stay, the shelter staff may contact HSA regarding consideration of how to proceed.
 - If the client fails to provide written documentation upon return to the shelter:
 - If the client is in the first night of a reservation, the reservation may be ended after consultation with HSA.
 - If the client is past the first night of the reservation, a written Check-in/Curfew violation will be issued for each day missed from the shelter.
 - NOTE: This does not apply to medical appointments so a pre-scheduled appointment slip does not qualify for an automatic one-night check-in nor does it provide documentation when the client returns to the shelter.

III. Extension of the initial 90-day reservation.

- Any client with an active initial 90-day reservation may request one 30-day extension.
- This request must be made at least two days prior to the end of the regular 90-day reservation.
- No documentation is required but the client must request the 30-day extension in person to staff at the shelter where the client has the current reservation. This extension should be documented in the client notes section of CHANGES.
- After the first night of a 90-day reservation and throughout the possible 30-day extension, a Check-in/Curfew Violation will result in a written warning and the sleeping unit will be released that night for reservation and use by another person.
- If a client believes a written warning regarding a Check-in/Curfew Violation has been issued in error, the client can discuss it with the shelter that issued it according to the shelter's complaint policy.
- Four (4) Check-in/Curfew Violations within 30 days will result in a non-immediate Denial of Service (DOS). As with any Check-In Curfew Violation, the bed will be released for someone else's use for one night.
 - If the client with a non-immediate DOS requests an internal shelter hearing within 24 hours of the DOS being issued, the client will be returned to the bed after the one-night user has vacated. The client will continue to use the bed for the duration of the grievance process or until the reservation would have originally ended, whichever comes first.
 - If the request for an internal hearing is made after the initial 24 hours but within three working days from when the DOS was issued, the client will have access to an internal hearing but will not have access to the original shelter bed during that time.
 - Therefore, if the client does not request a hearing within 24 hours of the non-immediate DOS being issued, the reservation is cancelled. The sleeping unit becomes available for a new initial 90-day reservation via a CHANGES reservation station.
 - With the issuance of a non-immediate DOS for Check-in/Curfew violations, the Shelter staff will explain the Grievance Process when the client returns to the shelter. If the request for an internal hearing is made within three working days, the client may proceed

with the hearing. If the client accepts the DOS, there is a one-day length of suspension when the client cannot return to the same shelter. If the client accepts the DOS and does not request a hearing, the one-day suspension from using that shelter starts with the issuance of the DOS.

- If the DOS is upheld in the internal hearing, a client can request arbitration. If the internal hearing or arbitration overturns the DOS, a client who requested an internal hearing within 24 hours and retained the shelter sleeping unit will remain in the bed for the duration of the initial reservation. If the client did not retain the original sleeping unit, the client will get the next available bed at that shelter with a reservation equal to the remainder of the current reservation available at the time of the DOS.
- If the requested Arbitration upholds the DOS, the reservation for the client who retained the original bed is cancelled and the client will not be able to return to that facility for a one-day length of suspension starting from the time the final decision was made upholding the DOS.

IV. Possible additional 30-day extension – for limited reasons.

A person who is reaching the end of the full 120-day stay (initial 90-day reservation and 30-day extension) may request an additional 30-day reservation extension with written documentation provided to the shelter of one of the following reasons.

- Client has written documentation of a housing offer from the housing provider with a move-in date during the final 30-day extension.
- Client has written documentation from the provider of a residential treatment placement with a placement date during the final 30-day extension.
- Client has written document from SF HOT, SF START or a licensed medical professional acknowledging an acute health or mental health situation and stating that a final 30-day shelter extension would make a difference in the health outcome.
 - NOTE: Requests for the final 30-day extension should be submitted 3 days before the end of the current reservation to allow time for the written documentation to be processed.
 - The shelter should keep the documentations as a record of the reason for the additional 30-day extension.

As with all Adult Shelter System policies, any exceptions or operations that do not follow this policy must be reviewed with HSA prior to being made.