



*San Francisco Human Services Agency*  
*Housing and Homeless Division, Mrs. Joyce D. Crum, Director*  
*Single Adult Shelter Policy: Late Pass*  
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## **Late Pass Policy**

A Late Pass is provided to an individual with a current shelter reservation who may be unable to meet check-in and/or curfew times for one of the following reasons:

- Employment
- School
- Medical Appointment
- Transportation Barrier
- Special Needs
- Reservation Delay  
(Reservations made too late to make first night check-in and/or curfew)

A Late Pass may be added to a reservation for the first day for any of the reasons listed without documentation. Shelter Reservationists (both CAAP and non-CAAP) should only enter a Late Pass for the **first day of the reservation**. While documented proof is not necessary for the first day Late Pass, written evidence must be provided to the shelter staff for additional days during the reservation and related extensions.

Individuals who request Late Passes for additional days during the period of their reservations must do so at the assigned shelter. **Documented proof** of the reasons for the Late Pass is required showing times in conflict with the check-in/curfew schedule. The Late Pass request for additional days must be made to the shelter staff upon arrival or in advance of the need. When approved, the authorized Late Passes will be entered into the shelter reservation system (CHANGES) by the designated shelter staff.

Any additional Late Passes may **only** be entered into the CHANGES system by the Program Director. In the absence of the Program Director, a staff person with functions of senior staff member will be designated by the Program Director to perform this function. There needs to be access to staff for Late Pass requests, review and authorization throughout the shelter operation hours.

Late Pass authorizations can carry forward through reservation extensions. Late Pass requests do not carry over from one reservation to the next. This process is repeated with each new reservation.