**311 Shelter Reservation Waitlist Start Up**

*How and When the 311 Shelter Reservation Waitlist will Begin*

*To Get a 90-day Reservation in the Adult Emergency Shelter System*

**WHAT IS CHANGING**

**When the 311 Shelter Reservation Waitlist program begins:**

* 311 staff will be making your 90-day reservation by phone. 311 will not be a drop-in site. CHANGES reservation sites can help you with this process.
* 90-day Reservations will only be offered to people on the 311 Shelter Reservation Waitlist.
* You no longer need to line up at CHANGES reservation sites for the 7:00 AM opening. Everyone will have the same access to 90-day shelter reservations. There is no advantage to being first in line in the morning.
* **What is NOT Changing:** CHANGES reservation sites and Resource Centers will continue to provide services and make one-night and weekend reservations. They can also assist with the 311 Shelter Reservation Waitlist process.

**STARTING DATES**

* **Saturday, February 15, 2014, at 10:00 AM**: You can begin calling 311 to enter the Waitlist. Waitlist entries will be collected for one week prior to the first Waitlist.
  + During this first week entries are being accepted for the 311 Shelter Reservation Waitlist, the day you call will not determine placement on the list. All names from the initial week will be placed in a random order.
  + After the first week, each day’s new entries will be placed in a random order and added to the bottom of the list.
  + Reservation stations will continue to make 90 day and one night reservations until Friday, February 21, 2014.
* **Sunday, February 23, 2014, at 12:00 Midnight:** The first entries for the Waitlist collected since February 15th will be placed in a random order.
  + **Effective Monday, February 24, 2014, at 12:01 AM**: New entries will be collected till Midnight daily and added to the bottom of the Waitlist.
* **Monday, February 24, 2014, at 10:00 AM**: The first Waitlist will be posted and information about your place on the list will be available from 311.
  + One night reservations will be available at reservation stations.
* **Tuesday, February 25, 2014, between 9:30 AM – 5:00 PM**: The first 90-day Reservations will be made by 311 for those at the top of the 311 Shelter Reservation Waitlist.

**For Information or to Check Your Place on the Waitlist**

* Go to a CHANGES Reservation Site:

**MSC South Drop-In Center  
525 Fifth Street**5:00PM - 1:00AM, every day

**United Council of Human Services - Resource Center**  
**2111 Jennings Street**7:00 - 9:00AM, and 7:00 – 9:00PM, every day

**Mission Neighborhood Resource Center  
165 Capp Street**Monday – Friday: 7:00AM – Noon and 2:00 – 7:00 PM

(open until 8:00 PM on Thursdays)  
Saturday:  7:00AM – Noon

**Glide Walk-In Center  
330 Ellis Street**Monday – Friday: 7:00 – 11:00 AM and 4:00 – 9:00 PM

* Call 311
* View Waitlist Online at: [**www.sf311.org/waitlist**](http://www.sf311.org/waitlist)

**Questions & Concerns can be raised by**

* Calling 311
  + Dial 3-1-1 or (415) 701-2311, TTY (415) 701-2323
  + Language assistance is available
* Visiting a CHANGES reservation sites during operating hours (listed above).