**How To Get On The 311 Shelter Reservation Waitlist**

*How to get a 90-day Reservation in the Adult Emergency Shelter System*

**Who can Enter the 311 Shelter Reservation Waitlist**

* Anyone seeking a 90-day adult emergency shelter reservation can join the Waitlist, but may have only one place on the list at a time.
* In order to enter the 311 Shelter Reservation Waitlist:
  + You need to have a current profile in CHANGES. If you don’t have one, visit a CHANGES reservation site. (Locations listed at the end.)
  + You must not have a 90-day reservation beyond tonight. If you have a one-night or weekend reservation, you can enter the Waitlist.

**How to Enter the 311 Shelter Reservation Waitlist**

* Call 311 anytime (dialing 3-1-1 or (415) 701-2311 – 24 hours a day, 7 days a week)
  + - * CHANGES reservation sites will have dedicated 311 phones.
      * Language assistance is available at 311.
* Go to a CHANGES reservation site and request assistance to enter the Waitlist.
* You can list shelters where you do not wish to stay when you enter the Waitlist.
* (Optional) Share your phone number, agree to accept text messages and/or share a back-up contact phone number so that 311 can reach you. ***Providing a reachable phone number is strongly encouraged.***

**What is the Waitlist**

* The Waitlist is a list of everyone who has contacted 311 for a 90 day reservation in order of those who will be offered beds.
* Each day, 311 will place the Waitlist callers from the previous 24-hour period into a random order and then add them to the bottom of the Waitlist.
* Waitlists will be updated and posted daily. You identify your place using your Date of Birth and the CHANGES Client ID number (available when entering the Waitlist). Check your place on the waitlist by:
  + - Viewing posted Waitlists at various locations and online.
    - Asking for help at CHANGES reservation sites and shelters (when staying in a shelter) during designated times.
    - Calling 311 or looking online at: **www.sf311.org/waitlist**

**Locations of CHANGES Reservation Sites (Waitlists posted at these sites.)**

**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

**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 site during hours listed above.