**How the 311 Shelter Reservation WAITLIST Operates**

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

**Once you have entered the 311 Shelter Reservation Waitlist**

* When you have an entry on the Waitlist, you will move up as those ahead of you receive a shelter reservation or are dropped from the list due to lack of response.
* New entries are added to the bottom of the 311 Shelter Reservation Waitlist.
* CHANGES reservation sites and Homeless Resource Centers will continue to make one-night and weekend reservations as beds are available. These sites can help explain the 311 Shelter Reservation Waitlist process.

PLEASE NOTE: You can only have one place on the 311 Shelter Reservation Waitlist at a time. If a duplicate Waitlist entry is discovered, the entry with the least seniority on the Waitlist will be automatically cancelled.

**How Reservations will be made**

* When you reach the top of the Waitlist and a 90-day bed reservation is available in one of the shelters you selected, you will have 10 calendar days to accept a 90-day reservation.
	+ If you provided a phone number and/or agreed to accept text messages, 311 staff will try to call or text you to let you know.
	+ A note next to your record on the posted Waitlist will instruct you to call 311 between 9:30 AM and 5:00 PM on business days (Monday – Friday, excluding holidays) to check for a reservation.
	+ PLEASE NOTE: Some individuals who reach the top of the list may not be contacted on a particular day if they have restrictions regarding shelters where they do not want to stay. The 10-day time period for these individuals will begin as soon as there is a reservation available at a shelter they did not decline.
* **It is your responsibility to contact 311 during the time you are at the top of the list.** You can ask a CHANGES reservation site to assist you in contacting 311.
* If the note by your record on the Waitlist includes instructions to call 311 and no bed is available when you call, you can call 311 back beginning 9:30AM the next business day to check for a reservation.
* If a bed is available, you will be given a reservation for that night and must check in by curfew in order to begin the reservation.
	+ If you check in, your reservation will run for 90 days and can be extended for one additional 30-day period by requesting it at the shelter.
	+ If you do not check in the first night, the reservation will be cancelled and you will be dropped from the Waitlist.
* If you do not call 311 and accept a reservation during the 10 calendar days you are at the top of the Waitlist, you will be dropped from the Waitlist. You can re-enter the Waitlist but you can only have one entry on the Waitlist at a time.
* Reservations cannot be made if you do not have a current TB clearance OR if you do not have a fingerprint and/or photo image (unless exempted) in your CHANGES profile.
	+ You can call 311 or visit a CHANGES reservation site to check on your profile status.

* + Updates to TB clearance, finger images, profile photos and any exemptions are only made at CHANGES reservation sites. 311 cannot do this.

**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 – 7:00PM

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

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

**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 hours listed above.