“Responding to Homelessness on Our Doorsteps”

Presenting Organizations, Websites and Other Resources:

**Call 311 – Homeless Issues (All Matters)**

**Coalition on Homelessness** (The Coalition on Homelessness is comprised of homeless people and allies who have been organizing together since 1987 to expand access to housing in one of the richest cities in the country, to protect the rights of the poorest people in our society, and to create real solutions to contemporary homelessness).
415-346-3740
http://www.cohsf.org/

**Department of Housing Opportunity, Partnerships & Engagement (HOPE)** HOPE’s role is to find ways to improve outcomes for individuals in all forms of city sponsored housing-including shelters, supportive, public and affordable housing.
415-554-5646

**The Gubbio Project** (The Gubbio Project seeks to create a safe place for homeless neighbors who find refuge in St. Boniface Church).
415-861-5848
http://thegubbioproject.org/

**Hamilton Family Center** (Hamilton Family Center was established in 1985 and has become one of the largest providers of shelter, eviction prevention assistance, rapid re-housing, youth programming, and support services to homeless families in San Francisco).
415-409-2100
https://hamiltonfamilycenter.org/about-us/contact-us/
Mission Neighborhood Resource Center (The Mission Neighborhood Resource Center (MNRC) advocates for housing and resources to enhance the physical, social, emotional and economic health of homeless residents in the 16th street corridor and surrounding Mission neighborhood).
415-869-7977

The Salvation Army
Trey Hiller/415-933-5265
trey.hiller@usw.salvationarmy.org
http://www.tsagoldenstate.org/

San Francisco Department of Public Health
https://www.sfdph.org/dph/default.asp

San Francisco Free Help Charts (11 charts to help find free food, shelter, medical aid, & help with neighborhood problems in San Francisco)
http://www.freeprintshop.org/

San Francisco Homeless Outreach Team (SFHOT) SFHOT is a collaboration between CATS, the San Francisco Department of Public Health (DPH), and the Human Services Agency (HSA), targeting chronically homeless adults on the streets of San Francisco that are high-risk, hard-to-reach and typically do not seek services. SFHOT Case Managers, Engagement Specialists and Senior Engagement Specialists build a rapport with homeless adults and then connect them with needed services.
415-734-4233
http://www.catsinc.org/san-francisco-homeless-outreach-team--sfhot--.html

San Francisco Homeless Resource
http://sfhomeless.wikia.com/wiki/San_Francisco_Homeless_Resource
San Francisco Mobile Crisis Treatment Team (The San Francisco Behavioral Health Plan offers a full range of specialty Behavioral health services provided by a culturally diverse network of community Behavioral health programs, clinics and private psychiatrists, psychologists, and therapists. Most people seeking behavioral health services need only basic counseling services. For those who are in need of more extensive treatment, the S.F. Behavioral Health Plan offers an array of services).
415-970-4000
https://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/default.asp

St. Anthony Foundation
415-241-2600
http://www.stanthonysf.org/contactus/

Swords to Plowshares (Swords to Plowshares is a community-based, not-for-profit veteran service organization that provides wrap-around care to more than 3,000 veterans in the San Francisco Bay Area each year. They are committed to helping veterans break through the cultural, educational, psychological and economic barriers they often face in their transition to the civilian world).
415-252-4788
http://www.swords-to-plowshares.org/

Veterans Health Administration
1-877-424-3838 (1-877-4AID-VET)
415-281-5100 (SF VA Downtown Clinic)
http://www.va.gov/homeless/
http://www.sanfrancisco.va.gov/
San Francisco Homeless Family Emergency Shelter System

**Family Emergency Shelter Call in System**
The Hamilton Family Emergency Center, 260 Golden Gate Avenue, provides emergency one-night beds for families. All families are required to call the:

**Hotline Phone Number: 415-292-5228 at 11:00 am SHARP**

Call Monday through Friday to obtain emergency, overnight beds for that night and for weekend/holiday nights. If line is busy, redial until a staff person answers.

**Alternate Shelters (if beds are not available at the above center)**
**First Friendship Family Shelter** – The shelter is open from 3:00 pm to 7:00 am, each night of the year at First Friendship Church, 501 Steiner Street at Oak Street.
**Providence Shelter** - Families may seek shelter on a first come, first served basis at the Providence Shelter, 1601 McKinnon Avenue at the corner of Mendell Street. The shelter is open from 9:00 pm to 7 am each night of the year.

**Family Shelter Waiting List System**
Compass Connecting Point is the centralized intake agency for the Family Shelter System. Families are requested to call the following number for placement on the family shelter waiting list:

1-855-234-COMP (2667)

Compass Connecting Point provides case management and referrals to many family resources such as rental assistance, food assistance and parenting workshops.

**Eligibility Criteria for Family Shelters (for intake and for shelter stay):**
- Homeless families consisting of 1 or more adult caretakers (must be 18 or over) and one or more minor children (under 18 years of age).
- Pregnant women in their third trimester or in their fifth month of a high risk pregnancy
- Families are not eligible if they have had an incident of domestic violence in the last 30 days, are fleeing gang activity or are in an imminently dangerous situation that might cause harm to themselves and shelter families and staff.

**Supportive Services Available for Families**
Homeless Prenatal Program (HPP)
415-546-6756
2500 18th Street, San Francisco, CA
HPP provides housing search and move-in assistance, mental health services, substance abuse treatment services, job skills training, parenting classes and immigration services.

Revised 8-5-13
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.)
  - If you have a current reservation that goes beyond tonight, you have to wait until the last day of your reservation to 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.
  - Note: There is no guarantee of staying at a specific shelter and limiting the shelters you are willing to stay at may prolong your wait time for a reservation.
- (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
How the 311 Shelter Reservation WAITLIST Operates

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 8:30 AM and 4:30 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.
  - When you reach the top of the list and a bed in one of your preferred shelters is available, you will begin your 10 days at the top of the list. There is no guarantee you will receive a reservation in your preferred shelters. If you do not take a 90-day reservation during the 10 days, even if your preferred shelters are not available when you contact 311, you will be dropped from the Waitlist.
• **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 8:30AM 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.

**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.
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

NOTE:
• Shelter reservations for one night and weekend stays are taken in the afternoons at the Shelter Reservation sites noted above. This must be done in person at one of these sites.
• 90-day reservations are made through the 311 Shelter Reservation Waitlist process only.
• Shelter sites do not make reservations.
Cómo ingresar a la Lista de Espera de Reservación de 90 días

Cómo obtener una Reservación de 90 días en el Sistema de Refugios de Emergencia para Adultos

Quién puede ingresar a la Lista de Espera de Reservación de Refugio 311

- Cualquier persona que busque una reservación de refugio de emergencia de 90 días para adulto puede ingresar a la Lista de Espera, pero sólo puede tener un lugar en la lista a la vez.
- Para ingresar a la Lista de Espera de Reservación de Refugio 311:
  - Necesita tener un perfil actualizado en CHANGES. Si no tiene uno, visite un sitio de reservación de CHANGES. (Las direcciones aparecen al final).
  - Si usted tiene una reservación vigente que va más allá de esta noche, tendrá que esperar hasta el último día de su reservación para entrar en la lista de espera.

Cómo ingresar a la Lista de Espera de Reservación de Refugio 311

- Llame al 311 en cualquier momento (marcando 3-1-1 o (415) 701-2311 - las 24 horas del día, los 7 días de la semana)
  - Los sitios de reservación de CHANGES tendrán teléfonos dedicados al 311.
  - Hay asistencia disponible en otros idiomas en el 311.
- Vaya a un sitio de reservación de CHANGES y solicite ayuda para ingresar a la Lista de Espera.
- Puede hacer una lista de los refugios en los que no desea quedarse cuando ingrese a la Lista de Espera.
  Nota: No hay garantía de alojarse en un albergue específico y la limitación de los refugios en los cuales está dispuesto a quedarse pueden prolongar el tiempo de espera para una reserva.
- (Opcional) Comparta su número telefónico, acuerde aceptar mensajes de texto y/o proporcione un número telefónico adicional para contactarlo, con el fin de que 311 pueda localizarlo. Se recomienda ampliamente proporcionar un número telefónico en servicio.

Qué es la Lista de Espera

- La Lista de Espera es una lista de todos los que se han comunicado al 311 para una reservación de 90 días, ordenada de acuerdo a quienes se le ofrecerán camas.
- Cada día, 311 ingresará en la Lista de Espera a las personas que hayan llamado durante el periodo de 24 horas previo. 311 organizará los nombres de los solicitantes al azar y los agregará al final de la Lista de Espera.
- Las Listas de Espera se actualizarán y se publicarán a diario. Usted identificará su lugar utilizando su fecha de nacimiento y el número de identificación de cliente de CHANGES (disponible al ingresar a la Lista de Espera). Consulte su lugar en la lista de espera:
  - Viendo las Listas de Espera publicadas en varios lugares y en Internet.
  - Pidiendo ayuda en los sitios de reservación de CHANGES y refugios (cuando se esté quedando en uno) durante las horas designadas.
  - Llamando a 311 o consultando en internet en: www.sf311.org/waitlist
Cómo funciona la Lista de Espera de Reservación de 90 días

Cómo obtener una Reservación de 90 días en el Sistema de Refugios de Emergencia para Adultos

Una vez que usted ha ingresado a la Lista de Espera de Reservación de 311

- Cuando usted haya ingresado a la Lista de Espera, su lugar irá avanzando en la lista conforme las personas adelante de usted en la lista reciban cama o sean retirados de la lista debido a una falta de respuesta.
- Las nuevas entradas se agregaran al final de la Lista de Espera de Reservaciones.
- Los sitios de reservación de CHANGES y los Centros de Recursos para personas sin Hogar seguirán haciendo reservaciones de una noche y de fines de semana de acuerdo a la disponibilidad de camas. Estos sitios pueden ayudarlo a explicar el proceso de la Lista de Espera de Reservación de Refugios 311.

POR FAVOR OBSERVE: Sólo puede tener un lugar a la vez en la Lista de Espera de Reservación de Refugios 311. Si se descubre una entrada duplicada en la Lista de Espera, la entrada más reciente se cancelará automáticamente.

Cómo se harán las Reservaciones

- Cuando usted llegue al primer lugar en la Lista de Espera y haya una reservación de cama de 90 días disponible en uno de los refugios que haya seleccionado, usted tendrá 10 días corridos para aceptar una reservación de 90 días.
  o Si usted proporcionó un número de teléfono y/o estuvo de acuerdo en aceptar mensajes de texto, el personal de 311 intentará llamarle o enviarle un mensaje de texto para informarle.
  o Una nota al lado de su registro en la Lista de Espera publicada le dará instrucciones de llamar al 311 entre las 8:30 a.m. y las 4:30 p.m. en días laborales (de lunes a viernes, excepto días feriados) para averiguar si hay una reservación disponible.
  o POR FAVOR OBSERVE: Las personas que lleguen al primer lugar de la lista puede que no sean contactadas si es que listaron refugios en los que no desean estar. El periodo de 10 días para estas personas comenzará tan pronto como haya una reservación disponible en uno de los refugios que no hayan rechazado.
  o Cuando llegue a la parte superior de la lista y una cama en uno de sus refugios preferidos está disponible, usted comenzará sus 10 días en la parte superior de la lista. No hay garantía de que usted recibirá una reserva en sus refugios preferidos. Si usted no toma una reserva de 90 días durante los 10 días, incluso si sus refugios preferidos no están disponibles cuando se comunique con 311, se le sacará de la lista de espera.
• **Es su responsabilidad comunicarse al 311 durante el tiempo en el que usted esté el primer lugar en la lista.**
  
Puede pedir ayuda en un sitio de reservación de CHANGES para que le ayuden a comunicarse con 311.

• Si la nota al lado de su registro en la Lista de Espera incluye instrucciones de llamar al 311 y no hay una cama disponible cuando usted llame, puede llamar al 311 de nuevo a partir de las 8:30 a.m. del siguiente día laboral para averiguar si hay una reservación disponible.

• Si hay una cama disponible, se le dará una reservación para esa noche y deberá registrarse antes de la hora de cierre (hora límite para entrar al refugio) para así poder iniciar su reservación.
  o Si usted se registra, su reservación durará 90 días y se puede extender por un periodo adicional de 30 días si lo solicita en el refugio.
  o Si no se registra la primera noche, la reservación será cancelada y usted será retirado de la Lista de Espera.

• Si no llama al 311 y acepta una reservación durante los 10 primeros días en los que esté en el primer lugar en la Lista de Espera, usted será retirado de la Lista de Espera. Puede volver a ingresar a la Lista de Espera pero sólo puede tener una entrada a la vez en la Lista de Espera.

• **Si no tiene la prueba de TB (tuberculosis) negativa actualizada O si no tiene una huella digital y/o fotografía (a menos que esté exento) en su perfil de CHANGES.**
  o Puede llamar al 311 o visitar un sitio de reservación de CHANGES para verificar el estado de su perfil.
  o Las actualizaciones de la prueba de TB, huellas digitales, fotos de perfil y cualquier excepción sólo se pueden hacer en los sitios de reservación de CHANGES. 311 no puede hacer esto.

**Si tiene preguntas o dudas pueden ser planteadas**

• **Llamando al 311**
  o Marcar 3-1-1 o (415) 701-2311, TTY (415) 701-2323
  o Asistencia de lenguage disponible

• **Visítando un sitio de reservaciones de CHANGES durante las horas mencionadas.**
Direcciones de los sitios de reservaciones de CHANGES
(Las Listas de Espera serán publicadas en estos sitios.)

**MSC South Drop-In Center**
525 Fifth Street
5:00PM - 1:00AM, Todos los días.

**United Council of Human Services - Resource Center**
2111 Jennings Street
7:00 - 9:00AM, y 7:00 – 9:00PM, Todos los días.

**Mission Neighborhood Resource Center**
165 Capp Street
Lunes a Viernes: 7:00AM – Mediodía y 2:00 – 7:00 PM
(abierto hasta las 8:00 PM los jueves)
Sábado: 7:00AM – Mediodía

**Glide Walk-In Center**
330 Ellis Street
Lunes a Viernes: 7:00 – 11:00 AM y 4:00 – 9:00 PM

NOTA:
- Reservaciones de refugio por una noche y estadías de fin de semana se hacen en las tardes en los sitios de reservaciones de refugio mencionados y deben hacerse en persona.
- Reservaciones a largo plazo de 90 días se hacen solamente por medio del proceso de Lista de Espera del 311.
- Refugios no hacen reservaciones.
# MATRIX OF SINGLE ADULT EMERGENCY SHELTERS

<table>
<thead>
<tr>
<th>Shelter Street Address</th>
<th>NEXT DOOR</th>
<th>EPISCOPAL SANCTUARY</th>
<th>MSC-SOUTH</th>
<th>HOSPITALITY HOUSE</th>
<th>A WOMAN'S PLACE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1001 Polk Street</td>
<td>201 Eighth Street</td>
<td>525 5th Street</td>
<td>146 Leavenworth Street</td>
<td>1049 Howard Street</td>
<td></td>
</tr>
<tr>
<td>Tenderloin - Geary St. Corridor</td>
<td>South of Market</td>
<td>South of Market</td>
<td>Tenderloin</td>
<td>South of Market</td>
<td></td>
</tr>
<tr>
<td>487-3300 x4211</td>
<td>487-3300 x4111</td>
<td>597-7960</td>
<td>749-2103</td>
<td>415-487-2140</td>
<td></td>
</tr>
<tr>
<td>334 beds</td>
<td>200 Beds and Bunks</td>
<td>340 Beds and Cots</td>
<td>30 Beds and Mats</td>
<td>11 Beds</td>
<td></td>
</tr>
<tr>
<td>Women &amp; Men</td>
<td>Women &amp; Men</td>
<td>Women &amp; Men</td>
<td>Men only</td>
<td>Women only</td>
<td></td>
</tr>
<tr>
<td>24 hour access</td>
<td>24 hour access</td>
<td>24 hour access: some building areas closed during the day</td>
<td>Monday -Friday: 4:00 PM to 8:00 AM; Sat/Sun: Open all day</td>
<td>4:30PM-8:00AM with reservation only 12:00PM to 4:00PM Drop-In</td>
<td></td>
</tr>
<tr>
<td>2:00PM-5:00PM</td>
<td>2:00PM-5:00PM</td>
<td>4:30 PM</td>
<td>4:00 PM</td>
<td>4:00PM-7:00PM</td>
<td></td>
</tr>
<tr>
<td>7:00PM</td>
<td>7:00PM</td>
<td>7:00 PM</td>
<td>8:00PM</td>
<td>10:00PM Curfew</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Breakfast: 6:00AM - 8:30AM</td>
<td>Breakfast: 6:00AM - 8:30AM</td>
<td>Breakfast: 6:15AM - 7:30AM</td>
<td>Breakfast: 6:30AM - 7:30AM</td>
<td>Breakfast: 6:30AM - 7:30AM</td>
<td></td>
</tr>
<tr>
<td>Dinner: 5:00PM - 7:30PM</td>
<td>Dinner: 5:00PM - 7:30PM</td>
<td>Dinner: 4:30PM - 7:00PM</td>
<td>Dinner: 5:30PM - 7:30PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wheelchair Accessible</td>
<td>Wheelchair Accessible</td>
<td>Wheelchair Accessible</td>
<td>Wheelchair Accessible</td>
<td></td>
<td></td>
</tr>
<tr>
<td>57 Beds and Mats</td>
<td>28 Beds and Bunks</td>
<td>110 Beds</td>
<td>40 Beds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Men only</td>
<td>Men only</td>
<td>Women &amp; Men</td>
<td>Young Adult Women &amp; Men</td>
<td>Women, Children; Fathers accompanied by Women w/Children</td>
<td></td>
</tr>
<tr>
<td>7:00 PM to 7:00 AM</td>
<td>7:00 PM to 7:00 AM</td>
<td>10:00 PM to 7:00 AM</td>
<td>24 hour access</td>
<td>24 hour drop-in services only.</td>
<td></td>
</tr>
<tr>
<td>7:00PM</td>
<td>7:00PM</td>
<td>9:00 PM</td>
<td>7:00 PM</td>
<td>A Woman's Place does NOT make shelter reservations.</td>
<td></td>
</tr>
<tr>
<td>No Breakfast</td>
<td>No Breakfast</td>
<td>None</td>
<td>Breakfast: 6:30 AM - 7:30 AM</td>
<td>Cold Breakfast: 7:30AM-9:00AM</td>
<td></td>
</tr>
<tr>
<td>Dinner: 7:00 PM - 8:00 PM</td>
<td>Dinner: 7:00 PM - 8:00 PM</td>
<td>Dinner: 9:00 PM to 10:15 PM</td>
<td>Dinner: 5:30 PM - 7:00 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Limited access: showers not accessible</td>
<td>No Wheelchair Access</td>
<td>No Wheelchair Access</td>
<td>Wheelchair Accessible</td>
<td>Wheelchair Accessible</td>
<td></td>
</tr>
</tbody>
</table>

**MEAL TIMES**

- **Breakfast:**
  - NEXT DOOR: 6:00AM to 8:30AM
  - EPISCOPAL SANCTUARY: 6:00AM to 8:30AM
  - MSC-SOUTH: 6:15AM to 7:30AM
  - HOSPITALITY HOUSE: 6:30AM to 7:30AM
  - A WOMAN'S PLACE: 6:30AM to 7:30AM
- **Dinner:**
  - NEXT DOOR: 5:00PM to 7:00PM
  - EPISCOPAL SANCTUARY: 5:00PM to 7:00PM
  - MSC-SOUTH: 4:30PM to 7:00PM
  - HOSPITALITY HOUSE: 5:30PM to 7:30PM
  - A WOMAN'S PLACE: 5:00PM to 6:00PM

**Physical Accessibility**

- NEXT DOOR: Wheelchair Accessible
- EPISCOPAL SANCTUARY: Wheelchair Accessible
- MSC-SOUTH: Wheelchair Accessible
- HOSPITALITY HOUSE: Wheelchair Accessible
- A WOMAN'S PLACE: Wheelchair Accessible

**Shelter Street Address**

- **DOLORES STREET**
  - Santa Maria/Santa Martha: 1050 S. Van Ness
  - Santa Ana: 2909 24th Street
- **PROVIDENCE**
  - Santa Ana: 1601 McKinnon
  - Mission: 869 Ellis Street
  - Bayview: 211 13th Street
- **LARK INN**
  - (Young Adults - 18-24): 1601 McKinnon
  - Mission: 869 Ellis Street
  - Bayview: 211 13th Street
- **A WOMAN'S PLACE**
  - 1050 S. Van Ness: 1049 Howard Street
  - 2909 24th Street: 211 13th Street

One night and weekend reservations are made by the Shelter Reservation sites. 90-day reservations are made through the 311 Waitlist process only. Shelters do not make reservations.

Updated: 4/1/15
### LOCATIONS FOR RESOURCE CENTERS & SHELTER RESERVATIONS

<table>
<thead>
<tr>
<th>Facility</th>
<th>Mission Neighborhood</th>
<th>United Council</th>
<th>MSC South 24 Hour Drop-In</th>
<th>Glide Walk-In Center</th>
<th>311 San Francisco Customer Service Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address</td>
<td>165 Capp Street</td>
<td>2111 Jennings Street</td>
<td>525 5th Street</td>
<td>330 Ellis Street, #101</td>
<td>Dial 3-1-1 or 415-701-2311</td>
</tr>
<tr>
<td>(Between 16th &amp; 17th Streets, Mission St. &amp; So. Van Ness Ave.)</td>
<td>(@ Van Dyke Ave.)</td>
<td>(Between Bryant &amp; Townsend Streets)</td>
<td>(Between Jones &amp; Taylor Streets)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Area of City</td>
<td>Mission</td>
<td>Bayview</td>
<td>South of Market</td>
<td>Tenderloin</td>
<td></td>
</tr>
<tr>
<td>Main Office</td>
<td>869-7977</td>
<td>671-1100</td>
<td>597-7960</td>
<td>674-6012</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>HOURS FOR CHANGES REGISTRATION, ONE NIGHT &amp; WEEKEND SHELTER RESERVATION</strong></th>
<th><strong>HOURS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Showers</strong></td>
<td></td>
</tr>
<tr>
<td>Monday - Friday: 7:00 AM - 12:00 Noon</td>
<td>Daily</td>
</tr>
<tr>
<td>2:00 PM - 7:00 PM</td>
<td>7:00 AM to 9:00 AM</td>
</tr>
<tr>
<td>Thursday: Open till 8:00</td>
<td>7:00 PM to 9:00 PM</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Meals</strong></td>
<td></td>
</tr>
<tr>
<td>Morning Snacks at 8:00 AM</td>
<td>Daily</td>
</tr>
<tr>
<td></td>
<td>7:00 AM - 9:00 AM</td>
</tr>
<tr>
<td></td>
<td>Breakfast: 7:00 AM - 9:00 AM</td>
</tr>
<tr>
<td></td>
<td>Dinner: 5:00 PM to 7:00 PM</td>
</tr>
<tr>
<td></td>
<td>Snacks</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Laundry</strong></td>
<td></td>
</tr>
<tr>
<td>Monday through Friday</td>
<td>Daily</td>
</tr>
<tr>
<td>7:00 AM until Noon</td>
<td>7:00 AM to Midnight</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Physical Accessibility</strong></td>
<td></td>
</tr>
<tr>
<td>Wheelchair Accessible</td>
<td>Wheelchair Accessible</td>
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<tr>
<td>Wheelchair Accessible</td>
<td>Wheelchair Accessible</td>
</tr>
<tr>
<td>Wheelchair Accessible</td>
<td>Wheelchair Accessible</td>
</tr>
</tbody>
</table>

- Shelter reservations for one night and weekend stays are taken in the afternoons at the Shelter Reservation sites noted above, and must be made in person.
- Long-term 90 day reservations are made through the 311 Waitlist process only.
- Shelters do not make reservations.

**Updated: 4/1/15**
### Refugios de Emergencia para Adultos en San Francisco

#### Dirección
- **NEXT DOOR**: 1001 Polk Street
- **EPISCOPAL SANCTUARY**: 201 8th Street
- **MSC-SOUTH**: 525 5th Street
- **HOSPITALITY HOUSE**: 146 Leavenworth Street
- **A WOMAN'S PLACE**: 1049 Howard Street

#### Zona de la Ciudad
- **Tenderloin** - cerca Geary Street
- **South of Market**

#### Número de tel. principal
- **NEXT DOOR**: 487-3300 x4211
- **EPISCOPAL SANCTUARY**: 487-3300 x4111
- **MSC-SOUTH**: 597-7960
- **HOSPITALITY HOUSE**: 415-487-2140
- **A WOMAN'S PLACE**: 749-2103

#### CAPACIDAD
- **NEXT DOOR**: 334 camas
- **EPISCOPAL SANCTUARY**: 200 Camas y Literas
- **MSC-SOUTH**: 340 Camas y Catres
- **HOSPITALITY HOUSE**: 30 Camas y Colchonetas
- **A WOMAN'S PLACE**: 11 Colchonetas

#### Hombres y Mujeres
- **NEXT DOOR**: Sólo hombres
- **EPISCOPAL SANCTUARY**: Sólo hombres
- **MSC-SOUTH**: Hombres y Mujeres
- **HOSPITALITY HOUSE**: Sólo mujeres
- **A WOMAN'S PLACE**: Sólo mujeres

#### Accesibilidad
- **NEXT DOOR**: Accesible con silla de ruedas
- **EPISCOPAL SANCTUARY**: Accesible con silla de ruedas
- **MSC-SOUTH**: Accesible con silla de ruedas
- **HOSPITALITY HOUSE**: Accesible con silla de ruedas
- **A WOMAN'S PLACE**: Accesible con silla de ruedas

#### Horario del refugio
- **NEXT DOOR**: Accesible 24 horas
- **EPISCOPAL SANCTUARY**: Accesible 24 horas; algunas áreas del edificio están cerradas durante el día
- **MSC-SOUTH**: Lunes-Viernes: 4:00 PM a 8:00 AM; Sáb./Dom.: Abierto todo el día
- **HOSPITALITY HOUSE**: 4:30PM-8:00AM sólo con reservación 12:00PM to 4:00PM sin reservación
- **A WOMAN'S PLACE**: Accesible 24 horas

#### Horario de entrada
- **NEXT DOOR**: 2:00PM-5:00PM
- **EPISCOPAL SANCTUARY**: 4:30 PM
- **MSC-SOUTH**: 12:00PM to 4:00PM sin reservación
- **HOSPITALITY HOUSE**: 4:00PM-7:00PM
- **A WOMAN'S PLACE**: 10:00PM Ultima hora para entrar

#### Duchas
- **NEXT DOOR**: Sí
- **EPISCOPAL SANCTUARY**: Sí
- **MSC-SOUTH**: Sí
- **HOSPITALITY HOUSE**: Sí
- **A WOMAN'S PLACE**: Sí

#### HORAS DE COMER
- **NEXT DOOR**: Desayuno: 6:00 AM - 8:30 AM
- **EPISCOPAL SANCTUARY**: Desayuno: 6:15 AM - 7:30 AM
- **MSC-SOUTH**: Cena: 5:00 PM - 7:30 PM
- **HOSPITALITY HOUSE**: Cena: 4:30 PM - 7:00 PM
- **A WOMAN'S PLACE**: Cena: 5:30 PM - 7:30 PM

#### Accesibilidad
- **NEXT DOOR**: Accesible con silla de ruedas
- **EPISCOPAL SANCTUARY**: Accesible con silla de ruedas
- **MSC-SOUTH**: Accesible con silla de ruedas
- **HOSPITALITY HOUSE**: Accesible con silla de ruedas
- **A WOMAN'S PLACE**: Accesible con silla de ruedas

#### Refugios de Emergencia para Adultos en San Francisco

#### Dirección
- **DOLORES STREET**: 1050 S. Van Ness
- **PROVIDENCE**: 1601 McKinnon Avenue
- **A WOMAN'S PLACE**: 869 Ellis Street

#### Zona de la Ciudad
- **Mission**: 2009 24th Street
- **Bayview**: 1061 Mission
- **Tenderloin**: 221 13th Street

#### Número de tel. principal
- **DOLORES STREET**: Durante el día (Lunes-Viernes): 282-6209
- **PROVIDENCE**: Durante la noche: 643-9812
- **A WOMAN'S PLACE**: Durante el día: 642-0234

#### CAPACIDAD
- **DOLORES STREET**: 57 Camas y Colchonetas
- **PROVIDENCE**: 28 Camas y Literas
- **A WOMAN'S PLACE**: 110 Colchonetas

#### Hombres y Mujeres
- **DOLORES STREET**: Sólo hombres
- **PROVIDENCE**: Sólo hombres
- **A WOMAN'S PLACE**: Hombres y Mujeres de edades 18-24

#### Accesibilidad
- **DOLORES STREET**: Acceso limitado: duchas no son accesibles
- **PROVIDENCE**: Ningún Desayuno
- **A WOMAN'S PLACE**: Acceso limitado: duchas no son accesibles

#### Horario del refugio
- **DOLORES STREET**: 7:00 PM a 7:00 AM
- **PROVIDENCE**: 10:00 PM a 7:00 AM
- **A WOMAN'S PLACE**: Accesible 24 horas

#### Horario de entrada
- **DOLORES STREET**: 8:00PM
- **PROVIDENCE**: 9:00 PM
- **A WOMAN'S PLACE**: 9:45 PM

#### Duchas
- **DOLORES STREET**: Sí
- **PROVIDENCE**: No hay
- **A WOMAN'S PLACE**: Sí

#### HORAS DE COMER
- **DOLORES STREET**: Desayuno Frío: 7:30AM-9:00AM
- **PROVIDENCE**: Cena: 9:00 PM to 10:15 PM
- **A WOMAN'S PLACE**: Cena: 9:00PM to 10:15PM

#### Accesibilidad
- **DOLORES STREET**: Accesible con silla de ruedas
- **PROVIDENCE**: Ningún Desayuno
- **A WOMAN'S PLACE**: Accesible con silla de ruedas

*Reservas de refugio por una noche y estadías de fin de semana se hacen en las tardes en los sitios de reservaciones de refugio mencionados y deben hacerse en persona.

*Reservaciones a largo plazo de 90 días se hacen solamente por medio del proceso de Lista de Espera del 311.

*Refugios no hacen reservaciones.

Fecha de publicación: 4/1/15
<table>
<thead>
<tr>
<th>CENTRO DE RECURSOS &amp; PARA RESERVACIONES</th>
<th>CENTROS PARA RESERVACIONES</th>
<th>LISTA DE ESPERA DE RESERVACION DE 90 DÍAS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission Neighborhood</td>
<td>MSC South Centros Abiertos 24 Horas</td>
<td>311 San Francisco Customer Service Center</td>
</tr>
<tr>
<td>United Council</td>
<td>Glide Walk-In Center</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dirección</th>
<th>Zona de la Ciudad</th>
<th>Número de tel. de las oficinas principales</th>
</tr>
</thead>
<tbody>
<tr>
<td>165 Capp Street</td>
<td>Mission</td>
<td>869-7977</td>
</tr>
<tr>
<td>2111 Jennings Street</td>
<td>Bayview</td>
<td>671-1100</td>
</tr>
<tr>
<td>525 5th Street</td>
<td>South of Market</td>
<td>597-7960</td>
</tr>
<tr>
<td>330 Ellis St., #101</td>
<td>Tenderloin</td>
<td>674-6012</td>
</tr>
</tbody>
</table>

**HORARIO DE REGISTRACION DE CHANGES, DE UNA NOCHE Y RESERVACION DE REFUGIO DE FINES DE SEMANA**

<table>
<thead>
<tr>
<th></th>
<th>Lunes - Viernes</th>
<th>Diariamente</th>
<th>Lunes - Viernes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7:00 AM - 11:00 AM</td>
<td>5:00 PM - 9:00 PM</td>
<td>7:00 AM - 11:00 AM</td>
</tr>
<tr>
<td></td>
<td>4:00 PM - 9:00 PM</td>
<td></td>
<td>4:00 PM - 9:00 PM</td>
</tr>
</tbody>
</table>

**HORAS**

- Personas que estén registradas en CHANGES pueden marcar 3-1-1 o 415-701-2311 para agregarse a la Lista de Espera para una reservación de largo plazo de 90 días.
- Pedir asistencia sobre la Lista de Espera en un sitio de reservaciones.

**Accesibilidad**
- Accesible con sillas de ruedas
- Accesible con sillas de ruedas
- Accesible con sillas de ruedas
- Accesible con sillas de ruedas

- Reservaciones de refugio por una noche y estadías de fin de semana se hacen en las tardes en los sitios de reservaciones de refugio mencionados y deben hacerse en persona.
- Reservaciones a largo plazo de 90 días se hacen solamente por medio del proceso de Lista de Espera del 311.
- Refugios no hacen reservaciones.
**The Mission:** S.F. Human Services Agency and Community Awareness & Treatment Services have joined to provide a special service to eligible persons who want to return to their families or home communities. Homeward Bound can help you get off the street and back home.

**Location:** Go to 1235 Mission St., between 8th and 9th Streets, and ask for the Homeward Bound or "Bus Ticket Home" table.

**Days & Hours:** Monday through Friday, 9:00 AM - 11:00 AM

**Requirements:**
- You must have a contact person at your destination who confirms an initial place for you to stay.
- You must have no active parole or probation, or active arrest warrants.
- You must be healthy enough to travel.
- Your destination must be within the continental United States.

**Services Provided:**
- One way bus ticket to your destination.
- Travel/food allowance of $10 per day based on your travel time.

You will usually be on a bus home on the same day.

For information call 415-846-8639 or 415-533-3475

3/6/2013
EMERGENCY PSYCHIATRIC SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Hours</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>If there is a significant medical or psychiatric emergency, call 9-1-1</td>
<td>Mobile Crisis 415-970-4000</td>
<td>8:30 am - 11:00 pm Monday-Friday; 12:00pm - 8:00pm Saturday and Holidays</td>
<td>will assist with crisis assessment on site</td>
</tr>
<tr>
<td>Psychiatric Emergency Services (PES)</td>
<td>San Francisco Suicide Prevention 415-781-0500</td>
<td>24 hours, 7 days/week</td>
<td>Peer support and suicide assessment</td>
</tr>
<tr>
<td>San Francisco General Hospital</td>
<td>1001 Potrero Avenue</td>
<td>415-206-8125</td>
<td></td>
</tr>
<tr>
<td></td>
<td>24 hours, 7 days/week</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

URGENT PSYCHIATRIC SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Hours</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Westside Crisis</td>
<td>415-355-0311</td>
<td>8:00 am - 6:00 pm Monday- Friday; 9:00 am - 4:00 pm Saturday</td>
<td>*accepts drop in’s</td>
</tr>
<tr>
<td>245 11th Street</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dore Urgent Care</td>
<td>52 Dore Street 415-553-3100</td>
<td>24 hours, 7 days/week</td>
<td>*Requires referral from mobile crisis, mental health provider, PES, police department</td>
</tr>
</tbody>
</table>

TREATMENT ACCESS PROGRAMS

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Hours</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health and Substance Abuse Treatment</td>
<td>415-255-3737</td>
<td>8:00 am- 5:00 pm (Monday – Friday)</td>
<td>* provides assessment for treatment</td>
</tr>
<tr>
<td>Behavioral Health Access Center (BHAC)</td>
<td></td>
<td></td>
<td>* 24 hour hotline available at 415-255-3737 or 888-246-3333 (TDD: 888-484-7200)</td>
</tr>
<tr>
<td>and Treatment Access Program (TAP)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1380 Howard Street, 1st Floor</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

FAMILY AND PEER SUPPORT

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Alliance on Mental Illness (NAMI)</td>
<td>415-905-6264</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.namisf.org">www.namisf.org</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
RESOURCES FOR ASSISTING FAMILIES
WHO ARE HOMELESS IN SAN FRANCISCO

IF THE FAMILY DOES NOT HAVE ANYWHERE TO STAY TONIGHT:

- CALL HAMILTON FAMILY EMERGENCY CENTER:
  (415) 292-5228
  AT 11:00AM SHARP MON – FRI

  - HFEC has 46 emergency beds (for stays up to 60 days) that are given to families on a first come, first serve basis through a weekday call-in process (Families who get beds on Fridays may keep them for the weekend). HFEC also provides 3 meals a day, case management and children’s services.
  - If no beds are available at 11:00am, call back at 5:00 pm to see if there were any beds that were not claimed

- ALTERNATE SHELTER IS AVAILABLE THROUGH PROVIDENCE FOUNDATION.
  - Families may go to FIRST FRIENDSHIP FAMILY EMERGENCY SHELTER at:
    501 STEINER ST. @ OAK ST. BETWEEN 3:00PM – 6:00PM to reserve space.
    PROVIDENCE also has space for families at their shelter at:
    1601 MCKINNON AVE @ MENDELL ST.

IF THE FAMILY NEEDS A LONGER TERM SHELTER STAY (3 TO 6 MONTHS):

- CALL COMPASS CONNECTING POINT AT 1-855-234-COMP (2667) to get on the City’s centralized wait list for family shelter at Hamilton Family Residences, Compass Family Shelter or Catholic Charities’ St. Joseph’s Shelter.
- CONTACT RAPHAEL HOUSE To get information about their residential shelter program at:
  (415) 345-7237 (English) or (415) 345-7233 (Spanish)

IF THE FAMILY NEEDS SUPPORTIVE SERVICES

Such as referrals for mental health services, substance abuse treatment services, job skills training, parenting classes, immigration services and basic needs:

- IF STAYING AT HFEC OR A 3 TO 6 MONTH SHELTER, SPEAK WITH THE CASE MANAGERS THERE
- Services are also provided by:
  - HOMELESS PRENATAL PROGRAM – (415) 546-6756 / 2500 18TH STREET
  - COMPASS FAMILY RESOURCE CENTER – 1-855-234-COMP / 995 MARKET ST., 5TH FL.
RESOURCES FOR TRANSITIONAL HOUSING:

- Families who are homeless and have multiple barriers to housing such as histories of substance abuse, reunification with children, immigration issues and short-term mental health issues may be eligible for a longer-term (12-24 months), more intensive transitional housing stay.
- Transitional housing assists families to rebuild family stability prior to obtaining permanent housing, in order to support long term permanent housing and family cohesion
- Families must be referred by a case manager to apply for the following transitional housing programs:
  - HAMILTON FAMILY TRANSITIONAL HOUSING – CONTACT (415) 409-2100 FOR INFORMATION
  - COMPASS CLARA HOUSE – CONTACT A COMPASS CONNECTING POINT COUNSELOR AT (415) 644-0504 OR 1-855-234-COMP (2667)

RESOURCES FOR HOUSING SOLUTIONS:

- HAMILTON FAMILY CENTER’S FIRST AVENUES PROGRAM CAN HELP FAMILIES SEARCH FOR AND MOVE INTO PERMANENT HOUSING WITH:
  - Housing counseling, search and applications assistance
  - Move-In Assistance (deposits; first/last month’s rent; furniture)
  - Shallow rental subsidies for market rate and affordable housing (3 – 24 month rental subsidy based upon family’s rent to income ratio; includes home-based case management with the goal of transitioning the family to independence)
  - Families may apply for these services through their Case Manager (if in shelter or on the Connecting Point waitlist) or go to First Avenues at 255 HYDE ST.
  - SFUSD Hotline to directly and quickly connect with families with children in SF schools who are experiencing or at-risk of experiencing homelessness: (415) 614-9060 x103 or SFUSD@hamiltonfamilycenter.org
  - SFHOME, a collaboration of Compass Family Services and Catholic Charities CYO, also has a family shallow rental subsidy program. Contact Compass Connecting Point at (415) 644-0504 or 1-855-234-COMP (2667)

FAMILIES WHO ARE AT RISK OF EVICTION:

- CALL FIRST AVENUES’ EVICTION PREVENTION HOT LINE AT: (415) 614-9060 X105
  - Families residing in San Francisco who are facing eviction due to inability to pay rent may receive financial eviction prevention assistance through Hamilton Family Center’s First Avenues program if they have a 3 or 10 day notice and can pay their rent going forward.
  - Families in market rate housing who are paying more than 70% of their income toward rent may also be eligible for a shallow rental subsidy if they have a plan to increase their income or reduce their rent burden.
- Other agencies that provide support around Eviction Prevention include:
  - Catholic Charities – (415) 972-1301 990 Eddy St.
  - Glide Seasons of Sharing – (415) 674-6032 330 Ellis Street
  - St. Anthony’s Seasons of Sharing - (415) 241-2600 121 Golden Gate Ave.
  - Eviction Defense Collaborative – (415) 947-0797 995 Market St, #1200
First Avenues Program Overview

The mission of Hamilton Family Center is to break the cycle of homelessness and poverty. Through a Housing First approach, HFC provides a continuum of housing solutions and comprehensive services that promote self-sufficiency for families and individuals, and foster the potential of children and youth. In July 2006, HFC launched a city wide Housing First Initiative called First Avenues: Housing Solutions for Families. First Avenues’ primary focus is to return families to independent living and to assist families and individuals to maintain their housing. First Avenues assists families with addressing housing barriers, such as; eviction and credit problems, locating and securing rental units, and accessing available resources for rental and move-in assistance, and short-term rental subsidies. Families applying for First Avenues financial assistance grants and/or residing in a San Francisco shelters may access the housing services from a First Avenues Homeless Prevention Case Manager including; Bay Area housing search, linkage to fair market housing, linkage to affordable, subsidized, permanent supportive housing, Housing Authority waitlists, etc, housing application assistance, housing advice and counseling, landlord/tenant assistance, address obstacles such as bad credit and history of eviction, access credit reports, deposit and move-in assistance, application to short term rental subsidies, for those whom are eligible.

First Avenues Programs:

Move-In Assistance Once housing is secured, First Avenues will provide a qualifying family with a grant towards deposit and/or first month’s rent. First Avenues Move-In Assistance grants are one-time only. Deposits can be accessed for housing located both in and outside of San Francisco. Families who receive this move-in grant receive 12 months of home-based support services*.

Eligibility Criteria:

- Family unit with legal custody of minor children
- Homeless, must provide appropriate documentation i.e. Certification of Homelessness
- Moving within or from San Francisco.
- Family has sufficient resources to pay monthly rent

First Avenues, a program of Hamilton Family Center
255 Hyde Street
San Francisco, CA 94102
415-614-9060
**Rental Subsidy Program** - The First Avenues Rental Subsidy Program is targeted towards working families in San Francisco. Families may be in shelter or in housing on the verge of homelessness. The Rental Subsidy Program provides eligible families with monthly rental assistance for 3-24 months. Families must demonstrate an ability to increase their income by at least the amount of the subsidy and recertify quarterly for eligibility, need, and progress. This subsidy is used to enhance each family’s employment goals and maintain their housing goals as they move towards self-sufficiency. Families pay 50% of their monthly income towards rent and the rental assistance maximum per family is $800 per month. The rental subsidy is only applicable to market rate and affordable housing options; it cannot be applied to subsidized options like housing authority where the family’s rental amount is determined by a percentage of their income. Families enrolled in this program receive home-based support services* for the duration of their financial assistance.

**Eligibility Criteria:**

- Family is living in a shelter or transitional housing program in San Francisco or is housed in San Francisco and at risk of losing their housing;
- Have a household member who is working part or full-time, and/or families on Cal Works who are transitioning into work;
- If the family did not receive the subsidy they would be paying over 50% of their income toward rent;
- Income must be less than 35% AMI in San Francisco;
- Family has the ability to increase their monthly income and take over the full rent by the end of the program term.

*First Avenues financial assistance grants for subsidies and move-in expense come with at least a year of Home Based Support Services. The Home Based Case Manager’s role is to support the family in their transition to their new housing and community and to connect them to vital resources. The primary focus of Home Based Support Services is to assist enrolled families to retain their housing and to remain stably housed. Some of the services offered by the program are:

- Referral and Linkage to community resources
- Income & Employment plan
- Money Management: budgeting and financial planning
- MUNI fast passes; school uniforms, and backpacks for school aged children attending SFUSD public schools.
- Bi-Monthly Food Box distribution
- Birthday gifts for children
- Advocacy (i.e.: children services, child care, school)
- Landlord/Tenant Mediation
**Eviction Prevention Program**—First Avenues Eviction Prevention assistance is a one time, maximum $1,500 grant to families and individuals facing imminent eviction and subsequent homelessness. The grant must prevent an eviction and avert the family or individual from entering shelter. First Avenues Eviction Prevention targets households who are at risk of eviction and who would be able to retain their housing with one-time rental assistance. Households receive follow up phone calls to ensure that they have remained stably housed.

Eligibility Criteria:

- Must have a legal lease
- W-9 from the landlord (or can obtain one from the landlord)
- Eviction Notice (within 30 days)
- Ability to pay rent forward.

Households need to call the Eviction Prevention Hotline at 415-614-9060 ext. 105. Listen to the voice prompt and leave a message with the required information. First Avenues staff checks the Hotline every week and return as many calls as possible.

Partner agencies that also offer Eviction Prevention assistance include:

- Catholic Charities 415-972-1301
- Eviction Defense Collaborative 415-947-0797
- Season of Sharing Fund @ Glide 415-674-6032 or @ St Anthony’s 415-241-2600
In February of 2000, Hamilton Family Center opened its newest facility, a transitional housing program. The Hamilton Family Transitional Housing Program, designed to help homeless families to address the root causes of their homelessness and transition to independent living, offers private living accommodations and comprehensive support services for up to 18 months. The new facility, located a few blocks from our emergency shelter, consists of two four story buildings, with 20 units total, stretching from Fell Street to Hayes Street with a courtyard in between. Families participate in a structured curriculum, including:

**Residential Living:** All families have private living units with private baths. Fell Street units have private kitchens while Hayes Street units have access to communal kitchens. There is a community room, which creates a place for families to relax, socialize, watch television and work on homework. On-site laundry facilities are available at minimal cost.

**Case Management:** All families receive comprehensive case management, characterized by the development and implementation of Family Action Plans, which will help families mobilize their resources to return to economic independence and stable housing. Through their Action Plans, families concentrate on issues such as income and benefits, savings and money management, vocational and educational plans, medical and mental health, children’s development, substance abuse, domestic violence, parenting, credit repair, and legal matters.

**Children’s Program:** Daily structured activities provide children with educational and recreational enrichment, enhance their socialization skills, and build self-esteem. We have a tutoring program, an after school center for school age children, a school placement and progress program, and a recreational program for the evenings that includes time for free play as well as structured activities.

**Family Development:** Concentrates on assisting the families build on their strengths and to identify areas in which they need support. Family literacy, nutrition, parent support and meal preparation classes, and other general family activities are a few of the key areas.

**Employment Development/Job Retention:** This program focuses on building the employability and career advancement opportunities of adult participants of the Transitional Housing Program. This component of Transitional programming works with participants prior to and during employment, focusing on placement, workplace adjustment skills, job retention, and transition strategies.

**Aftercare Services:** The housing portion of this program assists families with meeting their most fundamental need: securing permanent housing. Regular workshops address budgeting issues, credit amelioration and general housing search support and listings. Hamilton staff members work with families to clear eviction and credit problems and secure rental units. The aftercare program provides families with on-going support once they leave the Transitional Housing Program. This includes contact home visits, material assistance, access to outside support services, and invitations to events and workshops for a full year.
HOMELESS EMERGENCY SERVICES CHEAT SHEET

1. Emergency Shelter (everything fills up but may get lucky)
   **Families:**
   First Friendship at the corner of Fell and – best to get there by 3:00, no later then 8
   **Single Adults**
   MSC-South at 5th and Bryant has 24 hour drop-in and shelter reservations

2. Mental Health Crisis
   Call 311 and ask for Mobile Crisis
   Bring to Progress Foundation Dore Alley – corner of Dore Alley and Folsom

3. Drop-in Center
   165 Capp Street – men and women
   Oshun – pink building at Mission and 13th – WOMAN only, 24 hours!

4. Hot Food
   Lunch time – St. Anthony on Golden Gate x Leavenworth
   Glide Memorial – Ellis and Taylor

5. Substance Abuse Treatment
   Central access is located at 1380 Howard Street x 10th
Staff Bios:

**Talon Demeo** is a certified Wellness Recovery Action Plan trainer, and group facilitator. He is a 2014 graduate of the Peer Specialist Mental Health Certificate Program and he has been working with the recovery community at 1380 Howard St. as a Peer Navigator for two years. He loves art, music, yoga and surfing. He also likes to practice spirituality, exercise and eat healthy food.

**Mark Ostergard** is a San Francisco native with two grown kids and a colorful past giving him experience that he can share with others. He is a 2014 graduate of the Peer Specialist Mental Health Certificate Program and he has been working with the Dual Recovery community for the past four years.

**Melanie Brandt** is a 2013 graduate of the Peer Specialist Mental Health Certificate Program. She has been working at Sunset Mental Health as a Peer Counselor for the past year and a half. Prior to that she facilitated groups with the Dual Recovery Program throughout San Francisco. She draws from her experiences and helps peers to realize they are not alone.

**Seth Watkins** graduated The Peer Mental Health Specialist Certificate course in 2010. In the past five years Seth has worked as a Peer Counselor for BHS’s Dual Recovery Program, UCSF Citywide Case Management and RAMS, PAES Program. In 2014 BHS hired him as a Peer Counselor for the Peer Respite Program. Helping others is his passion as a Peer Counselor.

**Kristina Wallace** is a native who grew up in Potrero Hill. She graduated from Walden House Recovery Program in 2008 and she went on to work at their Dual Diagnosis program for three years. She began to work at 1380 Howard St. as a System Navigator in 2014 and was promoted to a Peer Counselor position at The Peer Respite. Her passion is working with the hard to serve and homeless populations.
**Hummingbird Place**

The Peer Respite is a peer-led safe space that offers connection and breathing room to those in need of a healing space and support with their path towards wellness.

This respite space operates under the Wellness and Recovery model and primarily serves individuals that may be in a pre-contemplative stage or may need help using alternative support to urgent/emergent care.

**Objective**

To provide services at the most appropriate and least restrictive level of care that promotes wellness and healthy activities.

**Non-judgmental**

We aim to be a safe haven from the stigma, shame, judgment, and fear surrounding mental illness and substance use that our guests may experience from the world outside our doors on a daily basis.

We believe everyone has the right to make mistakes—and learn from them—without being criticized, shamed and bullied. We work to meet individuals where they are at!

**Holistic and Individualized**

Our approach expands the standard view of wellness into an integrated approach that focuses on the whole individual, rather than on a collection of symptoms.

**Peer-led wellness activities**

Will include daily support:

- Art
- Gardening
- Recreation
- Wellness Recovery Action Plan (WRAP) groups

The Peer Respite leaves room in the day for guests to simply relax in a quiet space.

**Eligibility**

ICM & FSP Case Management Referred

- Individuals who may be in a pre-contemplative stage
- Individuals with anxiety
- Individuals who rely on hospital resources for a safe space
- Individuals who have a place to go after the respite
- People must have place to live at end of day.

**Hummingbird Place,**

**Peer Respite**

887 Potrero Ave, San Francisco CA

1 415 206-2855

**Day Program available**

11 AM—7 PM

option to stay overnight starting in late spring
<table>
<thead>
<tr>
<th>Time</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>11am-12pm</td>
<td>Check ins/snack</td>
<td>Check ins/snack</td>
<td>Check ins/snack</td>
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<tr>
<td>12pm-1pm</td>
<td>Creative Writing</td>
<td>Adapted Wrap</td>
<td>Art Group</td>
<td>Adapted Wrap</td>
<td>Harm Reduction</td>
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<tr>
<td>1pm-2pm</td>
<td>One-on-One Peer Support</td>
<td>One-on-One Peer Support</td>
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<td>One-on-One Peer Support</td>
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<tr>
<td>2pm-3pm</td>
<td>Yoga</td>
<td>Basketball</td>
<td>Gardening</td>
<td>Ping pong</td>
<td>Yoga</td>
</tr>
<tr>
<td>3pm-4pm</td>
<td>Healthy Boundaries</td>
<td>Walking Group</td>
<td>Wellness Mgmt and Recovery</td>
<td>Music Group</td>
<td>Art Group</td>
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<tr>
<td>4pm-5pm</td>
<td>Nutrition Education</td>
<td>Nutrition Education</td>
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<tr>
<td>5pm-6pm</td>
<td>Dinner and Clean up</td>
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<tr>
<td>6pm-7pm</td>
<td>Safety Planning and Goal Setting</td>
<td>Safety Planning and Goal Setting</td>
<td>Safety Planning and Goal Setting</td>
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<tr>
<td>7pm-8:30pm</td>
<td>Games and TV time</td>
<td>Games and TV time</td>
<td>Games and TV time</td>
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<td>Games and TV time</td>
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<tr>
<td>8:30-9pm</td>
<td>Wrap up</td>
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There is a gap service area for people who are not yet accepting of the need to manage their mental health symptoms/issues in a more productive and healthy manner and people who would benefit from a supervised setting to monitor medication changes after an inpatient stay. SFHN Transitions in collaboration with CBHS and MHSA is developing the program and launch of a hybrid Peer + Clinical Staff Model Psychiatric Respite that can provide a safe place for these identified individuals to rest and re-group before returning home. Referrals will be a closed system open only to SFGH Psychiatry, Community Mental Health Treatment Programs (Progress and Baker), SF HOT and Intensive Case Management programs. At Respite, they can have 1:1 Peer support, access to Recovery and Wellness conversation, activities and programs in a home-like environment. The programs will not be mandatory. Average length of stay is anticipated to be 3-5 days with a maximum stay of 14 days. Medications will be kept in a centralized area for safekeeping. CNAs will be able to provide reminders, education and support to maintain medication compliance.

- Peers to staff the program are trained in a variety of mental health and substance counseling techniques
- CNAs formerly with the BHC SNF will be returning as clinical staff
- Open Houses for Hummingbird Place will take place April 13-15
- Soft Opening April 20: will trial with 5-8 actual clients
- Identifying Participants for the Pilot
  - We are initially targeting people who are appropriate to ADU but decline to do the programming. We will ask Stephanie Twu, Progress Foundation Evaluator, to refer people from PES in addition to people she assesses on the inpatient unit.
  - We will identify PES High Users who rarely meet eligibility for admit and could use the Respite model appropriately
  - Those recommended by Intensive Care Managers who can appropriately use Hummingbird Place as part of their Treatment Plan
- Will expand the number of day participants and begin overnights through summer
  - Maximum 4 overnight guests and 10-15 participants for day use, depending on Peer staff levels

CURRENT STATUS

- Telephones are installed and working. Main number assigned: 415-206-2855
- Access to computer network established. Working on establishing wifi
- First Open House went successfully with visitors from SFHOT and SFGH UM and others

PARTICIPATING STAFF

Marlo Simmons, MHSA Director
- MHSA provided a Facilitator to lead the Peers in the program development
- MHSA provided funds for furnishings, appliances and supplies

Charlie Mayer, CBHS Director of Consumer Employment
Tracey Helton, CBHS Consumer Employment Manager
- Lead on Program Development and Peer Supervision

Jennie Hua, CBHS Director of Vocational Rehab Services
- Lead on the Program Facility Design

Sharon McCole-Wicher, Director of SF Behavioral Health Center
Kelly Hiramoto, Director of Transitions
- Program Directors
Coalition on Homelessness, San Francisco

Fact Sheet on Homelessness

Homelessness is not a lifestyle choice—it is the result of extreme poverty.

- Since 1976, the Housing and Urban Development (HUD) department’s total budget has dropped by more than $45 billion per year, with the biggest drop occurring between 1980 and 1983 (National Low Income Housing Coalition, 2001).
- The average rent in San Francisco for a studio apartment has now reached $2,200, far exceeding a service sector employee’s paycheck ($10/hour gross or $1,495/month net) and more than 3.5 times a monthly public assistance check ($608 for family of three).
- People who cannot afford market rents turn to subsidized housing for help. In San Francisco, there are 8,000 households on the waitlist for public housing. The waitlist for Section 8 was last open for one month in 2001. The waitlist for public housing closed February 1, 2010.

How many people are homeless and who are they?

- The January 2013 the San Francisco homeless count found 6,436 homeless people. This is considered an undercount, as families and youth are underrepresented. (2013 San Francisco Homeless Count and Survey)
- 48% of survey respondents were experiencing homelessness for the first time. The overwhelming majority became homeless as San Franciscans (61%). (2013 San Francisco Homeless Count and Survey).
- More then two-thirds (63%) of all survey respondents said they had a disabling condition in 2013. (2013 San Francisco Homeless Count and Survey).
- In San Francisco, about 40% of the homeless population are members of homeless families (First Five). There are currently 2,352 homeless students enrolled in San Francisco Unified School District, this is up from 844 in 2005. This only includes those school age children who identify themselves as homeless to the district. More then 1,600 families with children are living in Single Room Occupancy Hotels.
- At one San Francisco youth program, they have contact with over 3,400 homeless youth in San Francisco a year. (Larkin Street Annual Report 2010)

How is Homeless People’s Health Affected?

- Homelessness is an independent risk factor for a number of illnesses, and homeless people themselves are susceptible to increased health problems due to high stress, sleep deprivation, unsanitary surroundings, lack of access to hygiene facilities and a myriad of other symptoms inherent with living without stable housing. Subsequently they are 3 to 4 times more likely to die prematurely then their housed counterparts.
- Sleep deprivation impairs cognitive processes and puts you at risk for heart disease, heart attack, heart failure, irregular heartbeat, high blood pressure, Stroke and Diabetes. Homeless people suffer from sleep deprivation absent a right to rest, they are woken frequently by police and security.
**Have Homeless People Recovered from the Recession?**

- Families were hit the most noticeably by the recession in San Francisco. The number of families waiting for shelter more than tripled since the summer of 2007. The waitlist has dropped back down post-recession, but still a very long. Currently, there are over 202 families waiting for shelter in San Francisco and the wait exceeds six months.
- Homeless Resource Centers have also reported an increase in newly homeless single adults seeking shelter, with as much as a 50% increase in new clients in at least two homeless drop-in centers post recession.

**How does mental illness and/or addiction factor in?**

- Individuals suffering from mental illness and addiction disorders are the most visible portion of the population. However, 28% of the homeless people in San Francisco have a serious mental illness. 31% have a substance abuse problem. *(2011 San Francisco Homeless Count and Survey).*
- Many individuals with mental illnesses self-medicate with drugs and alcohol while experiencing the trauma of being without a home; this leads to addiction disorders.
- In San Francisco, there are approximately 500 people on the waitlist for methadone and residential treatment *(Community Substance Abuse Services, SF Department of Public Health, January 2009).*

**Human rights and homelessness**

- According to the Universal Declaration of Human Rights, everyone has a right to an adequate standard of living, including housing. While the United States touts human rights to other countries, in the United States, 3.5 million people experience the trauma of homelessness each year.
- In the past dozen years in San Francisco, 167,074 citations were given out for sleeping and sitting in public *(San Francisco Municipal Court).* Each citation carries a fine of more than $76. An unpaid or unresolved ticket goes to warrant in 21 days, and the fine doubles. Accumulated warrants can result in incarceration and denial of affordable housing.

**What about San Francisco’s shelter system?**

- There are approximately 1,300 beds in shelters for adults and families – or less than 1 bed for every five homeless people.
- To receive a shelter bed, single adults must have their face and finger tips bio-metric imaged, using a system that cost more than $1 million and frequently breaks down.
- While the city reports vacancies in the shelters each night, 2 out of 3 people seeking shelter are turned away. *(Shelter Monitoring Committee, HSA Vacancy Reports, 2009).*

**How is the Coalition on Homelessness Responding?**

*The Coalition has been busy organizing homeless people to fight for justice for over twenty five years. During that time, we have forced the city to respond to this crisis by creating housing, opening new substance abuse treatment programs, transforming the mental health system and creating jobs for homeless people. We have passed numerous pieces of legislation that ensures the human rights of homeless people are protected, and we have successfully beat back policies that would harm the population. We have established ourselves as a strong force to be reckoned with – a group who does not compromise homeless people’s lives, and never gives up fighting for our rights. Check out our website or call us for ways to join the struggle.*

This fact sheet brought to you by the Coalition on Homelessness, San Francisco

The Coalition on Homelessness is committed to ending homelessness through organizing homeless people while protecting the human rights of those forced to remain on the streets.

415-346-3740 • 468 Turk Street, SF, CA 94102 • www.sfcoh.org