



COLD AND WET WEATHER POLICY AND PROCEDURE FOR UNSHELTERED PERSONS EXPERIENCING HOMELESSNESS

PURPOSE

The San Francisco Department of Homelessness and Supportive Housing (HSH) strives to be responsive in the cases of emergency for all its clients and residents. Persons experiencing homelessness, particularly those who are unsheltered, are greatly impacted by these weather and environmental conditions, such as cold and / or wet weather. These impacts can be increasingly challenging when the cold and / or wet weather occurs for a number of consecutive days.

HSH, in coordination with the Department of Emergency Management (DEM), will track weather forecasts and be activated during periods of low temperatures and/or wet weather according to this protocol. Since temperatures and rain conditions can vary throughout the day / night, the forecast of lowest forecast temperatures **and projected accumulations of rain will be considered in relation to activation of this policy and remain active for the period of days that include such conditions for any part of that day.** The purpose of implementing these protocols is to prepare for and respond to the forecast of cold and / or wet weather and to reduce the impact of such periods on persons experiencing homelessness and / or who are in HSH programs. Some of the procedures involves additional City Departments.

POLICY

Weather: Tracking Forecasts:

1. Both DEM (identify specific person or role) and the HSH DEM Liaison/Disaster Preparedness Coordinator (DPC) will follow weather forecasts.
2. If either party identifies forecasts that meet the activation criteria in this policy they will notify the other.

Forecasted Thresholds that trigger activation for Cold and / or Wet Weather procedures:

The HSH DPC identifies or is notified by the DEM or other official sources that forecasts of temperature and rain meet **one or more** of the following conditions:

- Temperatures forecast to drop **to or below 40 degrees for two consecutive days or longer, OR**
- Rainfall forecast to be **1.5 inches or more each day for two consecutive days, OR**
- Rainfall forecast to be **0.75 inches or more on each of three or more consecutive days or longer, OR**
- Forecasts of temperatures to **drop to or below 45 degrees AND rainfall to be 0.5 inches or more AND winds of more than 30 miles per hour all within the same 24 hour period** for one or more days.



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When anyone of these thresholds is met based on weather forecast, the HSH DPC will proceed with the steps to activate this procedure.

HSH Activation Procedure:

1. The HSH DEM Liaison/DPC will contact the HSH Director or Acting Director with the information about how the forecast meets the activation threshold.
2. The HSH DPC will request approval to activate the Initial Response and Notification procedures.
3. With approval of the HSH Director or Acting Director, or if the HSH DPC does not hear back from the HSH Director or Acting Director within one hour and the forecasts still meet or exceed the activation thresholds, the HSH DPC will proceed with the Initial Response and Notification procedures.

Initial Response: Expansion within the existing Shelter System

When any one or more of the thresholds are met or exceeded based on the weather forecast, HSH will work to activate the expansion of the Adult Emergency Shelter System with 25 – 75 additional mats for the duration of the forecast period.

1. HSH DEM Liaison/DPC will work with appropriate HSH program staff to request that the pre-identified sites prepare to activate the additional shelter mats as of 8:00PM on the first evening through the forecast period. NOTE: These expansion mats are available between 8:00PM and 7:00AM each night of the activation period.
2. With the approval of the providers regarding expansion and specific start date, the HSH DEM Liaison/DPC will craft an announcement of the initial response.
3. This announcement will include information about how individuals and families may access emergency services and shelter expansion mats, as well as other City response efforts based on information provided by DEM.

Initial Notification regarding Expansion within the existing Shelter System:

1. When the HSH DEM Liaison/DPC has confirmed the activation details, the following staff, programs and groups will be sent the initial notification announcement. This same group of contacts is to be included for any updates or subsequent notifications.
 - HSH Leadership, including the members of the Communications and Policy group
 - SF Homeless Outreach Team (SFHOT) and HSH Outreach Programs
 - Shelters, Resource and Drop-in Centers, Navigation Centers and Access Points
 - Supportive Housing and Housing Subsidy Programs
 - HSH's established email list of funded programs, local programs, providers, and advocates
 - 311
 - Healthy Streets Operations Center (HSOC)
 - City Officials



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Some of these groups will receive instructions regarding specific program responses.

2. **Specific Program Responses:** All programs will be provided the initial notification announcement including City-wide information regarding responses or efforts by other City departments. In addition to sharing this information, specific program groups will be informed to activate the following components:
 - **SF Homeless Outreach Team (HOT) and HSH Outreach Programs** will be alerted to coordinate outreach to focus on neighborhoods known to have high concentrations of homeless individuals, respond to notice of unsheltered persons, and conduct wellness checks for unsheltered persons experiencing homelessness offering, as available, shelter, 7-day Navigation Center and shelter expansion mat placements. Wellness checks will also be used to identify individuals that need emergency response, other medical assistance or when 911 needs to be called.
 - **Navigation Centers, Shelters, Homeless Resource and Drop-In Centers, and Access Points** will be asked to increase wellness checks of on-site clients, contact 911 regarding any clients in distress, and make all shelter placements that are available. HSH will explore other expansion options such as extended hours of existing services. Staff will inform clients of the conditions and encourage them to remain inside as much as possible.
 - **Supportive Housing Providers** will inform clients of the conditions and encourage them to remain inside as much as possible and will perform wellness checks with vulnerable on-site clients.
 - **HSH established email list** of local programs, providers, advocates, **311** and City officials will be informed of the conditions and asked to encourage people to remain indoors as much as possible.
 - **HSH** and all partners will be asked to track efforts, responses and client placements for after action assessment.
 - **HSH** will participate in calls and / or meetings called by DEM and / or DPH. These calls and meetings may result in additional City-wide efforts to augment available services.

Additional Expansion Considerations:

The following thresholds or situations will result in exploration of additional service expansion efforts:

1. If the shelter expansion of 75 mats is activated and 70 or more of the mats are used by clients during an extended, multi-day activation, OR
2. The weather forecast indicates the thresholds will be met or exceeded for four or more consecutive days, the forecast greatly exceeds the established thresholds, or the cold and / or wet weather is accompanied by other issues, such as prolonged high winds or flooding.



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If these additional thresholds are met, HSH (the Director, Acting Director or HSH DEM Liaison/DPC) or DEM can request that DEM establish a phone consultation with the Human Services Agency (HSA), Department of Public Health and other City Departments (as needed) to discuss and plan for the addition of one or more Pop-Up Shelters to operate during the forecast period at a site/location not normally utilized as an emergency shelter.

With the activation of one or more Pop-Up Shelters, the following general responsibilities will be handled by the following departments:

DEM:

Pre-Activation of Pop-Up Shelter(s):

- Coordinate with HSH regarding tracking of weather forecasts.
- Help identify potential Pop-Up Shelter sites.
- Help coordinate Shelter manager/staffing training of City staff
- Assist with planning for meals.

During Pop-Up Activation:

- Assist with problem solving

HSH:

Pre-Activation of Pop-Up Shelter(s):

- Coordinate with DEM regarding tracking of weather forecasts.
- Prepare the Notification Lists.
- Provide/lead Shelter manager/staffing training of City staff.
- Coordinate with HSA and DPH regarding needed supplies to prepare for a Pop-Up Shelter.

During Pop-Up Activation:

- Add Pop-Up Shelter information, including how to access, to notifications.
- Provide a 24/7 On-Call Resource person to assist Pop-Up Shelter manager to problem solve.

HSA:

Pre-Activation of Pop-Up Shelter(s):

- Coordinate with HSH and DPH regarding needed supplies to prepare for a Pop-Up Shelter.
- Obtain needed supplies to prepare to set up a Pop-Up Shelter
- Join with other City departments to recruit staff who are appropriate and willing to train as Shelter managers/staff.
- Help identify potential Pop-Up Shelter sites.
- Assist with planning for meals.

During Pop-Up Activation



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- Set up the Pop-Up Shelter(s)
- Assist with operational supplies during Pop-Up Shelter operations
- De-mobilize the Pop-Up Shelter(s) at closure.

DPH:

Pre-Activation of Pop-Up Shelter(s):

- Coordinate with HSA and HSH regarding needed supplies to prepare for a Pop-Up Shelter.
- Planning for support to Pop-Up Shelter manager/staff and clients regarding behavioral health needs.
- Prepare resource list for DPH services and how to access during Pop-Up Shelter operations.

During Pop-Up Activation

- As appropriate, provide DPH staff or programs to stop by the Pop-Up shelter for assessment and support to manager/staff and clients.
- Assist with clients who have physical, behavioral or mental health issues that require more assistance than the Pop-Up Shelter can provide.

Other City Departments and / or Community Providers:

Pre-Activation of Pop-Up Shelter(s):

- Help identify potential Pop-Up Shelter sites.
- Assist with planning for meals.
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During Pop-Up Activation

- Provide Pop-Up Shelter locations.
- Other services and resources as identified.