

1 [Urging City Departments to Ensure Clients Brought into COVID-19 Response System be  
2 Placed into Shelter or Housing Post-Emergency - Urging Transparency in Hotel Referral and  
3 Grievance Policy]

4 **Resolution urging City Departments to ensure that all clients brought into the**  
5 **COVID-19 Response System be placed into shelter or housing post-emergency;**  
6 **requesting a comprehensive plan to prevent shelter in place hotel clients from being**  
7 **discharged to the streets; and urging transparency in hotel referral and grievance**  
8 **policy.**

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10 WHEREAS, Since the declaration of a local public health state of emergency, San  
11 Francisco’s Homeless Response System has shifted dramatically, with shelters and  
12 navigation centers being re-purposed or closed for varying lengths of time, the shelter  
13 reservation system pausing, and alternative shelter and housing programs being quickly  
14 established in hotels and RVs; and

15 WHEREAS, This unprecedented amount of local, state, and federal funds invested into  
16 temporary shelter in hotels and RVs for people experiencing homelessness during the COVID  
17 emergency has helped curb the spread of COVID-19 and provided dignified shelter for  
18 over 1,300 people experiencing homelessness; and

19 WHEREAS, As of June 16, 2020, 1,263 vulnerable people experiencing homelessness  
20 are staying in a private Shelter In Place (“SIP”) hotel room, over a third of whom were  
21 previously sleeping unsheltered on the streets; and

22 WHEREAS, The Department of Homelessness and Supportive Housing (“HSH”) recently  
23 released a Request for Proposals to identify Providers to operate current and future  
24 SIP, Congregate Setting, and/or Isolation & Quarantine (“I&Q”) Sites; and

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1           WHEREAS, The Questions and Answers published in RFQ #HSH2020-130 –  
2 COVID-19 SERVICES, indicate that, “At this time, the City expects these [hotel and  
3 congregate] sites to be in operation for at least a year, but the City cannot guarantee the  
4 length of time each site will remain open, given the evolving nature of the situation“; and

5           WHEREAS, While these developments are promising, San Francisco and cities around  
6 the country are at a crossroads grappling with how to approach the next phase of hotel and  
7 mass shelter programs as contracts end, hotels begin to re-open for tourist use, and recovery  
8 priorities shift; and

9           WHEREAS, There is a looming risk that San Franciscans sheltered in hotels and RVs  
10 return to street homelessness or crowded shelters at the end of the Shelter In Place hotel  
11 program; and

12           WHEREAS, HSH has recently indicated a goal to prevent anyone in a hotel or the  
13 COVID response system from being discharged to the streets, however, in a May 2020 email  
14 to the Board of Supervisors, HSH stated that “The city can no longer guarantee that a shelter  
15 bed or permanent housing options will be available for everyone when the use of shelter in  
16 place hotels concludes;” and

17           WHEREAS, The number of people experiencing homelessness who have “exited”  
18 homelessness from hotels during the emergency remains undisclosed, although overall “exits”  
19 to housing for the month of April, when the data was last available, totaled 93 individuals; and

20           WHEREAS, Vacancies have remained high in the hotel program, ranging  
21 from 600-1,400 vacancies in “active” hotel rooms per night over the past month; and

22           WHEREAS, At the same time, placement into SIP Hotels is currently restricted to  
23 people who are vulnerable, as defined by the County Health Officer and the process through  
24 which an individual or family can receive an offer for placement is neither public or  
25 transparent; and

1           WHEREAS, In addition to the lack of clarity around eligibility, for those currently staying  
2 in a Shelter in Place hotel the San Francisco Shelter Grievance Policy does not currently  
3 apply, despite the SIP Hotels' function as a form of temporary emergency shelter; and

4           WHEREAS, The Shelter Grievance Policy was first approved in 1992 and has been  
5 amended multiple times to "focus on preventing the escalation of conflicts, maximizing the use  
6 of informal avenues to resolve disputes and improving shelter environments for providers,  
7 staff, and shelter clients;" now, therefore be it

8           RESOLVED, The Board of Supervisors urges the Human Services Agency and  
9 Department of Homelessness and Supportive Housing to apply the Shelter Grievance policy  
10 to Shelter-in-Place Hotels; and, be it

11           FURTHER RESOLVED, That the Board urges HSH to publish clear intake and referral  
12 procedures for people experiencing homelessness to access Shelter-In-Place Hotels and  
13 refine a community-based referral model; and, be it

14           FURTHER RESOLVED, That the Board opposes discharging any clients to the streets  
15 who are currently staying in City or privately-funded hotels, congregate shelters, or RVs for  
16 the COVID response; and, be it

17           FURTHER RESOLVED, That the Board urges HSH to conduct a Coordinated Entry  
18 Assessment and enter into the ONE System every client in a SIP Hotel, RV, or congregate  
19 site; and, be it

20           FURTHER RESOLVED, That the Board reaffirms its support for the Housing First  
21 model and urges HSH to maximize the number of hotel units acquired for transition to  
22 permanent supportive housing; and, be it

23           FURTHER RESOLVED, That the Board urges HSH to release a comprehensive plan  
24 that outlines anticipated steps to prevent clients in SIP hotels or other COVID alternative  
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1 housing options from being discharged to the streets. The Board urges HSH to include in the  
2 report:

- 3 a. The anticipated number of units that will be converted to permanent supportive  
4 housing;
- 5 b. A summary of anticipated occupancy for congregate shelters;
- 6 c. The number of people experiencing homelessness who have “exited” homelessness  
7 during the COVID emergency;
- 8 d. How many clients in SIP Hotels have had a housing assessment;
- 9 e. How many SIP clients assessed are Housing-Referral Status, and a breakdown by  
10 race; and
- 11 f. How many vacant Permanent Supportive Housing units are vacant or available for  
12 occupancy.

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