

Protocol for responding to Emergency Housing Safety Exit appeals

- The complaint coordinator will monitor communication received through the HSADOCHousing@sfgov.org email address, as well as the complaint line (415-314-4247). The complaint coordinator should check messages at least twice daily.
- When an appeal is received, the complaint coordinator should confirm that it contains sufficient information to allow a response. Sufficient information entails:
 - Guest's full name, the site number and bed(room) number they were exited from, contact information, and supporting information/justification for their appeal.
 - If the appeal was submitted late, did the Guest include information about any extenuating circumstances for the late submission.
- If the appeal does not include sufficient information, respond to the person as soon as possible asking for more information. When relevant details are identified, the complaint coordinator should forward the appeal to:
 - Site Lead, and
 - Site Manager, and
 - Site Manager Group Lead/Co-Leads, and
 - SIP Operations Manager (if SIP site) or DPH Containment Lead over Housing (if I&Q site)
- These individuals should work with City partners to identify the best remedy, using the list below, and offer it to the guest.
 - Reinstatement at the emergency housing site Guest was exited from, or
 - An offer of a room at an alternative emergency housing site, or
 - An offer to a medical care facility such as a hospital or nursing facility, or
 - An offer to another temporary placement, or
 - Notice that the Guest will not be accommodated in an Emergency Housing site, with an explanation.
- Responses should be communicated to the guest within five business days of the date they submitted their appeal. Response should clearly explain the steps the guest must take to accept the offer.