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**To:** [HSHSunshine](#)  
**Subject:** S070720Bridegam FW: Transition Punch List  
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**Attachments:** [image001.png](#)

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**Lisa Rachowicz (she/her), LCSW**

Navigation Centers Program Manager

San Francisco Department of Homelessness and Supportive Housing

[lisa.rachowicz@sfgov.org](mailto:lisa.rachowicz@sfgov.org) | [REDACTED]

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**From:** Medina, Elisabet (HOM) <[elisabet.medina@sfgov.org](mailto:elisabet.medina@sfgov.org)>  
**Sent:** Tuesday, June 23, 2020 6:50 PM  
**To:** Rachowicz, Lisa (HOM) <[lisa.rachowicz@sfgov.org](mailto:lisa.rachowicz@sfgov.org)>; Bracco, Louis (HOM) <[louis.bracco@sfgov.org](mailto:louis.bracco@sfgov.org)>  
**Subject:** FW: Transition Punch List

Sending to you both so we can coordinate our punch lists.

**Elisabet Medina, MSW (pronouns: she/her)**

Family Shelter & Transitional Housing Program Manager

Department of Homelessness and Supportive Housing

[elisabet.medina@sfgov.org](mailto:elisabet.medina@sfgov.org)

**Phone: 628-652-7726**



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## **Interim Guidance on HSH Referral Criteria for COVID-Vulnerable Individuals Relocating to Shelter in Place Hotels**

**Effective April 23, 2020**

### **Overview**

During the COVID-19 public health crisis, the City and County of San Francisco is responsible for the safety and well-being of all San Franciscans. The Human Services Agency's Department Operations Center (HSA DOC) has established Shelter in Place (SIP) hotels for COVID-vulnerable individuals experiencing homelessness in San Francisco to comply with DPH's guidelines to shelter in place, maintain physical distancing and to mitigate the spread of COVID-19.

### **Shelter in Place (SIP) Hotels**

SIP Hotels are operated through a combination of City Disaster Service Workers and non-profit partners. All SIP Hotels operate 24/7 and offer three (3) meals a day. Security and a professional staff are on-site 24/7 to support guests. Site staff perform intake and offer an orientation to guests on expectations for their stay.

Guests are required to comply with program rules and agreements that are based on low barrier best practices for shelters and Navigation Center, but also upholds the health orders of the San Francisco Department of Public Health and take precautions against the community spread of COVID-19 within the SIP Hotels. Guests are required to practice social distancing and participate in daily screenings for COVID-19 symptoms. Guests are permitted to have partners live with them under some conditions and animals under most conditions. No visitors are allowed, unless providing essential services to Guests onsite as coordinated with site staff.

Additional topics have been added to SIP Hotel program rules and agreements to uphold the health orders of the San Francisco Department of Public Health and mitigate the spread of COVID-19. These include the commitment to practice physical distancing and participate in daily screenings for COVID-19 symptoms.

Based on availability of options and public health guidance, some non-vulnerable individuals may be moved to SIP Sites due to system availability, needs and/or outstanding circumstances.

### **Referral Process and Eligibility Criteria for SIP Hotels**

Referrals depend upon availability of SIP rooms, capacity within referral facilities (I/Q and Hospitals) and the capacity of transportation resources and site intake. Referrals are evaluated on a daily basis by a multi-agency team at the HSA DOC.

All referrals are voluntary, and clients are free to decline. Individuals who move into SIP Hotels must comply with site rules and expectations, including the expectation that they will shelter in place.

Placements into Shelter in Place hotels are designated for individuals who are confirmed to meet the DPH COVID-vulnerability criteria and have engaged with the City's Systems of Care prior to April 1, 2020

Based on availability of options and public health guidance, some non-vulnerable individuals may be moved to SIP Sites due to system availability, needs and/or outstanding circumstances.

Self-referrals will not be accepted into SIP hotels. COVID-vulnerable individuals are referred to SIP hotels through the following referral sources as of April 23, 2020:

*1. Isolation and Quarantine Discharge*

COVID-vulnerable individuals who have completed their stay at Isolation and Quarantine (I/Q) sites will be referred to SIP Hotels through DPH.

*2. Hospital Discharge*

COVID-vulnerable individuals who have completed their stay at a hospital for non-COVID related illnesses and have been determined to have medical or behavioral health needs compatible with services offered in SIP Sites will be referred a SIP Hotel.

*3. Existing Shelter*

HSH existing shelter guests who are identified to be COVID-vulnerable will be prioritized for SIP hotels in order to reduce shelter capacity and abide by public health guidance of physical distancing in congregate settings. HSH will work closely with DPH Shelter Health and non-profit shelter providers to identify COVID-vulnerable individuals in existing shelter.

*4. Unsheltered Individuals*

The San Francisco Homeless Outreach Team (SFHOT) in coordination with DPH Street Medicine provides outreach to the unsheltered population and refer COVID-vulnerable unsheltered individuals to SIP Hotels.

**Eligibility Criteria**

The definition of COVID-vulnerable is defined by public health guidance from SFDPH and the CDC. This definition is likely to continue to evolve as we learn more about the virus. As of May 21, 2020 COVID-vulnerable includes individuals 60 years of age or older and/or individuals pre-identified existing medical conditions as determined by SFDPH public health guidance.

**Client Assessments and Intake**

HSH, DPH, IHSS and non-profit partners work together to assess COVID-vulnerable individuals during intake to ensure appropriate placement and access to services in SIP Hotels. Guests will be required to engage in general intake and data collection, medical assessment and an IHSS assessment during intake.

Each client must be administered a self-care evaluation to ensure they are matched with the appropriate level of support at the site prior to arriving to a SIP Hotel. Every effort will be made to match individuals who need assistance with self-care to sites that have enough staffing to ensure they are well cared for and safe or alternative locations or additional staffing will be sought. The self-care evaluation is administered by HOT outreach workers in collaboration with clinical supervisors and Street Medicine consultation or by DPH medical staff, and include questions relating to an individual's ability to safely bathe, eat, use the toilet, get in and out of bed, maintain a clean room, and successfully and safely stay at the Shelter in Place Hotel.

Upon arrival at the site, clients will be asked to complete all necessary intake paperwork for enrollment that will be captured in the ONE system and RTZ bed management including but not limited to:

- Homeless Response System Release of Information
- Homeless Response System Intake (demographics and HMIS information)
- Agree to participate in Coordinated Entry (if they have not already been assessed)
- SIP Program Rules and Agreements

### **Transportation**

The EOC's Transportation Branch and EMSA facilitate the safe transport of pre-identified COVID-vulnerable individuals from their referring location to a SIP Hotel. Vehicles have been outfitted to enable appropriate physical distancing and will be utilized each day to provide transport. Each vehicle can transport up to 2 individuals at a time while maintaining appropriate social distance between riders and can accommodate wheelchairs and other mobility assistive devices.

Specially outfitted MUNI buses can be provided to carry up to eight individuals per trip when necessary. The drivers of the vehicles will be protected behind a plastic barrier and require a social services staff (HOT, DPH, etc.) to accompany guests from the referral site to the receiving site. Drivers for all vehicles will not exit the vehicles to assist guests with entering and exiting the vehicle. It is critical that case managers, social workers or other support at the sending and receiving sites are available to support guests regarding such needs.

### **COVID-19 Screening**

Clients will be expected to complete COVID-19 screening prior to moving to a SIP Hotel. After moving, clients will be expected to comply with daily wellness checks and COVID-19 screening at each entry/exit of the program. Screening includes symptom screening and temperature checks. Any individuals who screen in a way that may indicate they are COVID-positive will receive a referral to a quarantine/isolation site or higher levels of medical care as needed.

### **Reinstatement and Transfer Policy for Clients Referred to SIP Hotels**

SIP Hotels are emergency housing accommodations and guests will need to vacate the property when operations conclude. HSH cannot guarantee that a shelter bed or permanent housing option will be available for all SIP Hotel guests when the use of shelter in place hotels concludes. However, HSH is committed to using the entire Homeless Response System to maximize housing options for SIP guests during their stay at SIP hotels and when these sites conclude operations including temporary shelter, problem-solving, rapid rehousing and Permanent Supportive Housing.

Client requests for transfers to another SIP Hotel can be made by submitting a Reasonable Accommodation Request. Due to limited availability are only available in very limited circumstances.

