



Department of Homelessness and Supportive Housing Adult and TAY Shelter Length-of-Stay Policy

(Effective 3/1/2027)

This policy establishes the Length of Stay (LOS) standards and extension criteria for HSH funded adult and TAY temporary shelter programs in the San Francisco Homelessness Response System (HRS). Temporary shelter is intended to provide short-term, emergency accommodation for adults experiencing homelessness while they work toward housing resolutions.

During the COVID-19 pandemic, LOS requirements were paused, leading to longer stays and reduced system flow. This policy reinstates LOS limits and outlines how extensions may be granted.

ADULT & TAY SHELTER LENGTH-OF-STAY

Length-of-Stay Policy

The HSH Temporary Shelter System is intended to serve as a short-term, emergency intervention that provides safe, temporary shelter to adults experiencing homelessness¹ in San Francisco. Length of stay is defined as the total number of continuous days an adult is enrolled in any HSH-funded shelter program, including transfers between programs, until their exit date from the shelter system.

Shelter stays are time-limited. The standard initial placement for adult temporary shelter is **90 days**.

Shelter Stay Types

The Adult and TAY Temporary Shelter System offers **90-day Temporary Shelter Placements**, unless otherwise specified in a guest's participant agreement. These placements provide temporary shelter for up to 90 calendar days while guests work on their housing plans.

Separate stay types—such as Journey Home, one-night beds, RESTORE, Enhanced Care, or other specialized models—may have distinct length-of-stay rules outlined in their respective program participant agreements.

¹ San Francisco Department of Homelessness and Supportive Housing Definitions of Homelessness:
https://hsh.sfgov.org/wp-content/uploads/2023/08/HSB-Definitions_FinalDraft.pdf

Extension Policy

A. General Extension Framework

Adults participating in any HSH-funded Adult Temporary Shelter Program may receive an extension beyond the designated length of stay if they meet the extension criteria outlined in this policy.

B. Number of Extensions

There is **no absolute limit** on the number of extensions an adult may receive. Adults who continue to meet the eligibility criteria may receive additional 90-day extensions in accordance with this policy.

- **First Three Extensions:** Shelter providers may approve up to three 90-day extensions for adults who meet the specified criteria.
- **Beyond Three Extensions:** Additional extensions must be approved by HSH, based on the provider's recommendation and verification that the adult continues to meet the eligibility criteria.

C. Ineligibility for Extensions

Adults who decline a housing offer and lose their Housing Referral Status as a result—documented in the ONE System—are not eligible for an extension of stay.

Extension Criteria

A. 90-Day Temporary Shelter Placement Type Extension Criteria

The criterion for an extension is based on an Adult's Coordinated Entry Assessment Status: (1) Housing Referral Status; (2) Problem Solving Status; or (3) Unknown to Coordinated Entry.

In order to qualify for an extension in a 90-Day Emergency Shelter Placement, an adult must satisfy the following criteria:

For Housing Referral Status Guests:

Adults who maintain Housing Referral Status at the end of their initial 90-day stay, or any subsequent extension period, will receive an automatic 90-day extension if they meet the following criteria:

Case Management Engagement

Adults must demonstrate active case management engagement through at least **four** eligible case management services documented in the ONE System per month. Engagement may include case management meetings, referrals to services, document collection, or other housing-related activities recognized in the ONE System.



AND the following:

Maintaining Housing Referral Status

If an adult loses Housing Referral Status due to declining a housing unit without extenuating circumstances (per CE standards), they become ineligible for current and future extensions—even if an extension letter has already been issued.

For Problem Solving Status Guests:

Adults with Problem Solving Status may receive a 90-day extension if they meet the following:

Case Management Engagement

At least **four** eligible case management services documented in the ONE System per month.

Engagement may include case management meetings, referrals to services, document collection, or other housing-related activities recognized as eligible ONE System services.

AND one of the following four criteria:

1. Medical

Written documentation from a medical or behavioral health practitioner confirming a current course of treatment, intervention, or assessment expected to be completed during the extension period.

2. Transitional Housing or Residential Treatment Placement Pending

Written documentation of approval for a transitional housing or residential treatment program.

3. Housing Pending

Written documentation of an active housing opportunity expected to be completed during the extension.

4. Housing Barriers

Documented, consistent efforts toward housing that have been impeded by barriers outside the adult's immediate control (e.g., immigration-related barriers). The adult's **Individual Housing Support Plan**² must reflect these barriers and related goals. Providers must complete the plan within two weeks of enrollment and update it every 90 days.

² Individual Housing Support Plan: Shelter Providers should conduct a support services assessment to determine individualized guest needs and document this by completing an Individual Housing Support Plan in ONE system using the template provided by HSH within two weeks of guest enrollment. Individual Housing Support Plans should include issues identified by the guest and prioritize guest goals related to housing. Providers should review and update the service plan with the guest every 90 days.

For Guests Unknown to Coordinated Entry:

Adults who are Unknown to CE at the end of their 90-day stay are ineligible for an extension.

Providers must connect these adults to an Access Point for CE assessment as soon as this status is identified.

Extensions Approved by HSH

All length of stay extension requests beyond the extensions approved by shelter program leadership requires HSH approval. Adults shall meet the same extension criteria outlined above in the policy based on their CE assessment status, subject to HSH approval.

Grievance for Extensions Not Granted

A. Shelter program provider administered extensions

When an adult shelter program provider denies an extension because the provider determines that the adult is not eligible, the adult may submit a grievance directly to the shelter provider in accordance with the shelter provider grievance policy by submitting a written statement within **5 business days** of receiving notice by the provider that the adult is not eligible for an extension. Shelter staff will provide reinstatement if the guest provides verifiable written documentation showing that they met criteria for the extension. The shelter provider will make the determination if the written documentation justifies a reinstatement of stay. The outcome of the grievance shall be decided solely based on whether an adult has met the criteria for an extension.

If a bed is not available at the site where the guest is approved for reinstatement, shelter staff will contact HSH to identify an available bed at another shelter site.

The inability of a shelter to provide reinstatement is not appealable through the Shelter Grievance Policy. If a guest is unable to show written documentation that meets extension criteria and staff do not reinstate the guest to an available bed, the guest may register for the City's Shelter Reservation Waitlist to access a new shelter bed within the shelter system.

B. City administered extensions

Extension decisions made by the City may be grieved. To initiate the grievance procedure, an adult shall contact HSH via email at hsh.grievances@sfgov.org and submit a written statement within 5 business days of receiving notice by the provider that the adult is not eligible for an HSH administered extension. The grievance shall be accompanied by documentation as to how the adult meets the



eligibility for an extension.

Grievances made to HSH regarding City administered extensions shall be reviewed and decided by an HSH Supervisor or Manager. The decision review shall include a review of any written information provided via email by the adult and information documented in the adult's record in the ONE System. The decision of the department shall be considered a final resolution of their grievance.

Procedure

A. Extension Decision

The case manager shall notify their supervisor or shelter program leadership of an extension request for review and approval. Once reviewed, program leadership shall document the decision (approval or denial) as an Extension Approval or Extension Denial case management service in the ONE System. The case manager shall update the exit date in the ONE System based on the decision.

B. Extension of Stay Notification

The case manager shall notify the adult of the extension decision in writing through an Extension Notification Letter, signed by both the adult and staff. A copy must be uploaded into the ONE System. Notification should be provided within the following timelines:

- **90-Day Temporary Shelter Placement:** at least **30 calendar days** prior to the end of stay date

C. HSH Approval

For extensions beyond the program-approved allocation, program leadership shall review the request with their HSH Program Manager during monthly meetings or as needed. They shall document the extension request and decision and upload the notification letter into the ONE System. The final HSH decision must be documented as an HSH Review case management service.

D. Grievance Process

If an extension is not granted, the notification letter shall include information about the grievance process. For HSH administered extensions, HSH will respond in writing via email to the adult's grievance.

Shelter Program, HSH, and Shelter Adult Participant Responsibilities

Case Managers are responsible for the following as well as documenting these efforts in the ONE System:

- Meet weekly with each adult to complete the Individual Housing Support Plan and work on



problem solving services and housing goals.

- ☐ If an adult is experiencing a lot of barriers with their housing goals, provide them with referrals to additional support services based on their needs.
- ☐ If the adult is unknown to Coordinated Entry (CE), refer them to an Access Point for housing assessment and eligibility.
- ☐ Verify active status on the Adult Shelter Waitlist queue (for programs where participants are eligible for referral to the queue).
- ☐ Verify active status on PSH queue.
- ☐ Verify active status on Rapid Rehousing queue or enrollment in a Rapid Rehousing Program, during the housing search process.
- ☐ Upload any documentation related to extension criteria to the adult's ONE System profile.
- ☐ Document an extension request case management service in the ONE System and notify program leadership for review.
- ☐ Communicate the decision with the adult **in writing via an extension notification letter within required timelines.**
- ☐ Update exit dates in the ONE System and upload a copy of the extension notification letter.
- ☐ Follow the extension appeals process outlined in the policy for any appeals to provider administered extension decisions.

Case Manager Supervisor and/or Shelter Program Leadership are responsible for the following and documenting these efforts in the ONE system:

- ☐ Review extension request to determine if extension criteria are met.
- ☐ Document the extension approval or denial in an extension approval or extension denial case management service and justification in the ONE System.
- ☐ For stays beyond the program approved extensions, review the extension with HSH during the next monthly HSH meeting or as needed.
- ☐ For stays beyond the program approved extensions, document the HSH review and outcome in an HSH Review case management service in ONE.
- ☐ Submit appeal data monthly to HSH.

HSH Program Managers are responsible for the following:

- ☐ Review and determine all shelter stay extension requests beyond the program administered extensions monthly and as needed to ensure the adult meets all extension criteria and extensions are properly documented in the ONE System.



- ☐ Review monthly appeal data submissions.

Shelter Adult Participants are responsible for the following:

- ☐ Engage at least four times per month with your assigned shelter case manager. If you miss an engagement, contact your case manager to reschedule.
- ☐ Actively work on the goals outlined in your Individual Housing Support Plan, such as establishing income, completing housing applications, and gathering housing-related documents.
- ☐ Inform your case manager if you are running into barriers while working on your goals.
- ☐ If you are working with another service provider on housing goals, please share your progress with your shelter case manager. If you are comfortable, give your shelter case manager permission to collaborate with the other service provider, so everyone who is supporting you can be on the same page.
- ☐ If you are not Housing Referral Status, go to an Access Point for reassessment if your CE Housing Assessment has expired. Your shelter case manager can help you know if your assessment is expired or if you are Housing Referral Status.
- ☐ If you need more time in shelter, talk with your case manager as early as possible about how to qualify for an extension.
- ☐ If you are requesting an extension, gather documentation to demonstrate that you qualify for an extension and share with your case manager.

