SHELTER WAITLIST UPDATE: As of February 15th there are 1,134 people on the waitlist for shelter in San Francisco.
After receiving a $1,900 housing voucher, she was excited to finally move into stable housing for her and her two children. “They set me up,” Sophia said, “They gave me a measly voucher and there’s no way I could even afford a studio with it- even if I found a landlord who would take it.” This voucher seems like a golden ticket to those who don’t rely on housing subsidies, but this is far from the truth. While there are over 70 nonprofits in San Francisco that are funded social services, programs, and nonprofits, but that is far from the truth. While there are over 70 nonprofits in San Francisco that are focused on homeless relief, these organizations are often grossly underfunded, understaffed, and riddled with broken amenities like faulty washers and dryers, bed bugs, and disrespectful staff. While many of these nonprofits exist in the Tenderloin in District 6, many tend to end up back in the revolving door of emergency shelters, transitional housing, or back on the streets. 

The city will argue housing subsidies and vouchers counteract the displacement of Black folks. While there are over 70 nonprofits in San Francisco that are focused on homeless relief, these organizations are often grossly underfunded, understaffed, and riddled with broken amenities like faulty washers and dryers, bed bugs, and disrespectful staff. While many of these nonprofits exist in the Tenderloin in District 6, many tend to end up back in the revolving door of emergency shelters, transitional housing, or back on the streets.
"During the first heavy storm of February, a really sweet older gentleman who sells the Street Sheet rang the bell to our office. When I opened the door, I could barely recognize him. He was shaking, soaking wet, and couldn’t even walk up the stairs without my help. His hands, bone white and shaved from the rain, shook so badly that it was nearly impossible for him to drink the hot tea we’d given him. He’d been staying outside in the constant rain for two days in a tent. We scrambled to get him warm clothes and a shelter bed for the night, but it was both heartbreaking and haunting to witness this suffering, a product of the inhuman way the City treats homeless folks. With a severe shortage of shelter beds, SFPD and DPW continued to confiscate tents night and day during this storm, and others before and after it. I wonder where he is tonight.”

That’s Coalition on Homelessness Policy Director Sam Lew, describing her experience with just one of the thousands of unsheltered San Francisco residents who have spent recent storms outside in the cold and rain.

Since January 1, the National Weather Service has issued flash flood warnings and high wind warnings during three major San Francisco storms. Gusts of wind reached over 60mph during all three storms, and temperatures dropped into the low 40s. Up until February 15th, the Department of Homelessness and Supportive Housing’s response to extreme weather events has been to make 25-75 extra shelter mats available. With only 2500 total shelter beds in San Francisco (awaiting updated number from Ben), 75 additional mats create space for about 15 percent of those 5,000 unhoused San Franciscans not already in the system, and those mats are only available between 8pm and 7am. Most homeless people aren’t even aware of the additional shelter capacity, as it has become more difficult to notify them since repeated sweeps have caused people to scatter in hopes of escaping enforcement. With limited City resources for extended outreach, many of the additional mats remained empty during some of the recent storms due to poor communication.

For San Franciscans forced to spend their days, nights, or both outside during cold and wet weather, a tent can provide shelter and respite from conditions that are cold and wet. Without shelter, blankets and clothes become soaked, and often stay that way until after a storm subsides. Meanwhile, the SFPD Tenderloin Station bragged on Twitter last week about clearing encampments and arresting one unhoused resident, referring to that person as a ‘camper.’

The problem isn’t limited to San Francisco - the US Conference of Mayors has consistently reported that the number of people seeking shelter during inclement weather exceeds by far the actual number of available beds. San Francisco may not be experiencing extreme temperatures like much of the rest of the country, but for the people here who don’t have access to shelter from the elements, the impact of storms is extreme enough. ‘We’ve received a lot of reports of SFPD taking folks tents,’ says Kelley Cutler, Human Rights Organizer for the Coalition on Homelessness.

‘Before storms, during storms... that’s the new norm in San Francisco. On outreach we regularly hear that this is something people are experiencing on a regular basis, if not daily. People are wet, exhausted and weary. Folks can barely recover from one storm before another one comes along. They need dry blankets, because everything they own is soaked.’

Historically, most injuries and fatalities caused by cold weather have been incurred by soldiers, and the majority of cold weather injury reports in medical literature come from military history. Cold was responsible for the majority of cold weather injury reports in the Korean War. One need not join the army to be at high risk of suffering due to cold, though. Cold weather poses a serious risk to both housed and unhoused individuals, and can be greatly exacerbated by rain and/or high winds.

Tents and other improvised shelters can exacerbate the impact of storms, the additional shelters capacity, as it has become more difficult to notify them since repeated sweeps have caused people to scatter in hopes of escaping enforcement. With limited City resources for extended outreach, many of the additional mats remained empty during some of the recent storms due to poor communication.

For San Franciscans forced to spend their days, nights, or both outside during cold and wet weather, a tent can provide shelter and respite from conditions that would otherwise be miserable. During the recent storms, SFPD continued to use the threat of arrest to compel people to handover their tents, sometimes hitting the same folks night after night. Without shelter, blankets and clothes become soaked, and often stay that way until after a storm subsides.

The health risks caused by prolonged exposure to cold temperatures increase in wet and windy weather, and include heart, brain, and kidney malfunction, as well as lowered immune response - for instance, homeless individuals are 30-80 percent more likely to develop chronic bronchitis than those who are housed. Homeless people in every age group have a history of unique health issues, such as frostbite, immersion foot (trench foot), and hypothermia have an eightfold increase in risk of death when compared to other homeless individuals.

Hypothermia, defined as having a core body temperature below 95°F, can occur when the outside temperature is as high as 90°F, or even higher in the presence of rain and/or high winds. Wind increases the rate of heat loss from exposed skin, and wet clothing causes a twenty-fold increase in heat loss. This is a potentially fatal condition, with mortality rates ranging from 30-80 percent, and can quickly lead to impaired cognition, including one’s ability to know that they are in urgent need of emergency shelter and medical attention. According to the National Healthcare for the Homeless Council, people who are homeless have three to six times the risk of hypothermia than people who are housed.

HSF’s Cold and Wet Weather Policy and Procedure for Unsheltered Persons Experiencing Homelessness requires forecasts of temperature and rain to meet one or more of the following conditions in order to trigger the automatic expansion of SF’s Adult Emergency Shelter System. Temperatures forecast to drop to or below 40 degrees for two consecutive days or longer, OR Rainfall forecast to be 15 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.

None of this year’s storms have met those conditions. However, HSF responded the same way they would have if one or more of those thresholds were met. They’re down? It’s cruel.’

‘I wonder,’ mused Kelley Cutler. ‘Will the City refrain from doing sweeps and tagging folks survival gear during the next storm? And the one after that? They didn’t during the last ones. The worst sweeps I have ever witnessed all happened during storms. Will they continue to keep kicking people while they’re down? It’s cruel.’

Brian Edwards

Some years later, I was walking home last night, and I watched an elderly woman engaged in a fight with the streets of San Francisco. She was no match for the cold, wet and mean streets, because the streets had help from the elements, its tag-team style. First, the cold winds attack her, then the cold winters, then the cold winds from the Pacific, then the hot sun came and burned her skin.

Then, it was the streets’ turn. The streets took her tent, blankets, meds and a citation. Just when the streets thought they had her, along came a stranger and offered her shelter. The shelter gave her, which gave her a place to stay until they gave her housing. They gave her a job. Now she is giving back to society, thanks to the shelter.
**IS THERE A WAY YOU CAN REPORT STAFF ABUSE?**

They do have ways, yes. I would say that most of the time you can report it to staff and they handle it from there. If staff does something you're supposed to be able to report it to staff, and there is number you can call. Or you can go to the advocacy program. People don't feel safe reporting to the stuff cuz it has a tendency not to go anywhere or be handled. And people are worried the staff will retaliate. - EH

You can file grievances, but it seems to be a total waste of time. - TM

**WHAT KIND OF EDUCATION AND TRAINING ARE REQUIRED OF SHELTER STAFF?**

The qualification requirements vary for different positions, but generally speaking the only requirement for ‘frontline staff’ is a high school diploma or GED (although this is not always the case). And while individual shelters do routinely hold de-escalation, mental health and domestic violence trainings, most staff workers do not have prior ‘formal’ training in these areas outside of personal experience. Keep in mind that the pay rate for shelter staff is barely minimum wage, so many of the frontline staff are formerly homeless, currently homeless or ‘precariously’ housed themselves. Because the whole system is underfunded it is hard for service providers to have a ‘competitive’ pay rate to attract outside talent with specialized training.

On the one hand the experience and compassion that staff bring to their work is admirable, but on the other hand, the lack of training does lead to situations being unnecessarily escalated or mishandled. - SCA

**HOW ARE HOUSELESS PEOPLE INVOLVED IN DECISION MAKING PROCESSES REGARDING THE SHELTERS?**

There are 'official' channels for policy making in regards to the shelters the city provides funding for. However homeless people are generally excluded from the decision making process which is largely internal and handled between shelter staff and the Department for Homelessness and Supportive Housing. - SCA

**DO SHELTERS TAKE PEOPLE’S WORK HOURS INTO ACCOUNT WHEN ENFORCING CURFEWS?**

No. Some clients have to work days and hours when they are supposed to check in, and the shelter will just refuse to accommodate them. A lot of those folks end up getting DOSed (Denial of Service) because the paperwork didn’t go right or something got mixed up. - EH

**WHAT IS THE LEVEL OF SURVEILLANCE IN THE SHELTER FACILITIES?**

In the transitional shelter, there are cameras in certain places in the building. We have to sign in and out every time that we leave the facility. - TM

At my shelter they have to show ID, and the security guard wands them down. Some people are offended by that, and I was offended when it happened to me. But then when I thought about it more I think it was intended to keep people safe. A lot of people are angry and on edge. So if they snap and they have a knife or a gun, then we all in trouble. - EH

**DO SHELTERS EXPECT ELDERS & DISABLED FOLKS TO SLEEP ON THE FLOOR?**

Yes. Elders and disabled folks are expected to sleep on the floor, or in chairs, if they are accessing an emergency shelter or drop-in center. The city does accommodate people with disabilities and medical issues on a case by case basis, however many of the shelters are not ADA compliant. - SCA
We asked our readers and social media followers to send in questions about the shelter system in San Francisco, and then invited shelter clients and their advocates to answer the questions to give us an on-the-ground perspective about the conditions in shelters around the city. These responses are not comprehensive, but they paint a picture of the systems strengths, and its weaknesses. The questions were answered by Roadkill, Tracey Mixon, Emmett House, and a shelter client advocate.

**IS THERE A WAY YOU CAN REPORT STAFF ABUSE?**

They do have ways, yes. I would say that most of the time you can report it to staff and they handle it from there. If staff does something you’re supposed to be able to report it to staff, and there is number you can call. Or you can go to the advocacy program. People don’t feel safe reporting to the stuff cuz it has a tendency not to go anywhere or be handled. And people are worried the staff will retaliate. - EH

You can file grievances, but it seems to be a total waste of time. - TM

**DO SHELTERS LET YOU BRING IN YOUR PETS?**

Not many shelters let you bring dogs, so most of the time I would just tough it out on the streets because I didn’t want to leave my dogs. Normally if you get a temporary bed at a shelter, meaning you have to go and reserve it, they don’t let you bring pets unless you bring in ADA paperwork. So they won’t let you bring in emotional service animals. And a lot of people can’t afford to get their animals ADA approved, because there is a lot of work involved. But when you have a more permanent bed you can bring your emotional service animal with you. - RK

**WHAT ARE THE BEDS LIKE IN A SHELTER?**

The beds are like they are in jail, but they are just on the floor instead of strapped to the wall. It’s a mat and a bunk. After a while you have to get used to it, but sometimes the mattresses are really thin. People tie sheets around them so they can be plumped up a little bit, somewhat comfortable. In jail, in order to prop up your head you have to take your shoes off, put them at the head of your bed, and put your mattress over them. It’s somewhat near the same in the shelter. The stuff they get to put in the shelters comes from the county, it’s the same stuff goes to the jails. - EH

**ARE FAMILIES WELCOME IN THE SHELTERS?**

I’ve been to several family shelters, when I was a kid with my mom and sister, and now with my partner and my children. Hamilton Families is where I’ve been with my kids. Most of the time staff are pretty good about being nice the first week, but then the whole honeymoon period goes away and you start getting a sense of their attitude towards you. I know that in the single occupancy shelters, things are rougher. And that’s usually because in the family shelter there is a little more compassion because you have children. But when it’s just you they could f***ing care less. - RK

**DON’T SEE YOUR QUESTION ANSWERED HERE? SEND IT IN TO STREETSSHEETSF@GMAIL.COM!**
CONTINUED FROM PAGE 2

— to forget about the other homeless
hotspot, the Bayview in District 10. The 2017 Point in Time count logs 3,680 homeless folks in D6, and 1,275 in D10. These two districts account for 66% of the total homeless population in San Francisco, but there is a major disparity between access to services in the Tenderloin and in the Bayview. For more than a thousand homeless folks in Bayview, there are only a handful of shelters to access services. Mother Browns, Salvation Army, and Providence are among the select few places homeless folks can go for drop ins or overnight shelters. These places often offer a hot meal and mat on the ground, as well as a stringent curfew to enter and exit the shelter. Although the services are not ideal and often lack dignified resources, Providence fills with 125 folks for the night, and the rest who are not lucky enough to reserve a bed, are back out on the streets.

Tracey Mixon, a San Francisco native, born and raised in the city, is a single Black mom experiencing homelessness. She has family and connections in Bayview but currently lives in a shelter in the Tenderloin. Before she had her child, Tracey was bouncing from SRO to SRO every 28 days all around the Tenderloin and in Sunnydale. Tracey has been homeless for 22 years and her daughter, Maliai, has been homeless for all 8 years she’s been alive.

Tracey and her daughter have a very close relationship, “it’s me and her against the world,” she explained.

Tracey makes sacrifices so that Maliai can go to private school in the city and get the best education possible. Her daughter, in third grade, already reads at a sixth grade level and talking to her, you would expect her to be years older than she is. They both reside in a shelter now where they’ve been staying at for 5 months already. While Tracey’s thankful to have a place to rest their heads at night, finding permanent, stable housing is near impossible and the staff at the shelter have not been helpful in identifying places.

The only option they give me are all over California, not in the Bay Area, and at market rate housing,” she explained.

Tracey said the shelter staff have tried to displace her to San Bernardino and San Joaquin but her work, Maliai’s school, family medical care, connections, and friends are all in San Francisco. Moving would mean Tracey and Maliai would lose these valuable connections, Maliai would have to adjust to a new school despite her excelling in her current school, and a transportation for commutes to the city would be an added expense to the family budget.

What Tracey has been told from shelter staff is unfortunately common. Lots of folks here, especially brown and black folks, have a history of being displaced. From 1970 to 2010, San Francisco’s African-American population has decreased 40% and the Fillmore neighborhood, which was once called the “Harlem of the West,” is now a white-washed, gentrified home to techies and other outsiders. Both sides of Tracey’s family have roots in the Fillmore and Tracey’s mom knew Etta James when she performed and toured around the neighborhood. Currently, only a handful of Tracey’s relatives can afford to live in the Fillmore while most of her family has been displaced beginning in the early 1980s. Her grandmother was displaced to Oakland and others were displaced out of their family homes under the guise of “renovation” and got priced out when they returned, ultimately displacing them out of San Francisco.

Tracey summarizes, “San Francisco doesn’t want families of color or poor people living here.” She’s seen firsthand how her family has been displaced out of the historically Black neighborhood and is experiencing the threat of displacement now. It is clear that unless actions are taken to support our unhoused neighbors, especially our African-American ones, Black families will become history in San Francisco.

LIMBO AT THE DROP-IN

“Limbo At The Drop-In” was originally published in the August 19th issue of Street Sheet in 2014. It originally ran without byline and was reprinted without direct access to the author. The piece is ready to run the piece with his name on it.

It’s 4:30 a.m. and I’ve been waiting two hours already to get a seat at the MSC South drop-in. I spent the last two hours outside waiting in line with about 40 or 50 other homeless people ahead of me — that is, if nobody cuts ahead.

I want to get a bed for the night, and the only things standing between me and that bed are the gate at the entrance, security guards whose searches put the Transportation Security Administration to shame and an empty chair.

Inside already are about 40 or 50 people sitting in plastic chairs watching ‘yos reruns on the 20-inch TV overhead or sleeping on cots most of the day.

The drop-in can accommodate 70 people — or should I say “guests,” according to the San Francisco fire code.

By now, the bed-sleepers have left, and their beds are disassembled to make room for more chairs for us outside. And it’s vital we have a seat just not to get off our feet but also to be eligible for the 5 p.m. sign-up for shelter reservations.

Staff walk over to guests one by one with a clipboard and ask them for their names, last four digits of their Social Security numbers (or birth dates) and choice of shelters.

And then we wait for them to call our names and assign beds that are available. For that night.

I forgot to mention the lottery in place here. The rows of chairs are numbered 1 through 40. After taking our reservations, staff mixes up the numbers — for example, 10-9-7-6-5-4-3-2-1. At 5:30, the staff post the now-randomized numbers, and beds are given out in the newly assigned order.

Those lucky enough to have their names called by 7 p.m. can make the shelter’s check-in time AND dinner! The others who don’t must subsist on donated sandwiches — usually, ham and cheese or turkey (I wonder how vegetarians fare?).

In the meantime, guests have to remain at the drop-in until their reservation is confirmed. If they leave before that time, they risk forfeiting their beds and have to line up outside once more. The only exception to the rule is for smoke breaks at appointed times, and that requires a ticket to re-enter the drop-in.

As guests exit to the shelter, new people who were still in line outside make their way inside the drop-in. And they must sign in and take a chair until the people in the 5 p.m. lottery are placed. For these latecomers, it could very well take all night, depending on the availability of beds. Staff at the desk search on the computer for vacancies. Maybe someone missed a shelter’s curfew, leaving that bed empty. That could be a lucky break for another guest waiting for a place to lie down indoors.

Believe it or not, this process used to be more difficult.

People would wait outside before the crack of dawn outside reservation centers. At MSC South, guests would line up for numbered wristbands given out at 8 a.m. There was a lottery system at work at that time, too, prioritizing people from the wristband line. The first 40 were instructed to return later that day to find their place in the order.

That in-between time was the equivalent of a full eight-hour workday. A lucky few scored 90-day reservations, while some got a one-night stay. The rest who didn’t make the top 40 would have to return to the drop-in for sign-up at 5 p.m.

Now, there’s a waitlist for 90-day reservations exclusively accessed by dialing 311. That went into effect in February. Having a cell phone helps, but reservation centers also have direct lines to 311. Assuming, of course, that one is in the system called CHANGES (short for Coordinated Homeless Assessment of Needs through Guidance and Effective Services — yes, that’s the actual name).

To register, people give their name and “last four” or date of birth, and they have their photo taken. Also required are a thumbprint to verify identity (used only within the system) and a TB clearance from the Department of Public Health.

While guests wait for a voice message or text from 311 notifying them of an available 90-day bed, the drop-ins still issue one-night reservations and see people waiting in line all hours of the day, their lives on hold and in a state of limbo. Groups of homeless people continue to stay overnight outside Glide and Mission Neighborhood Resource Center.

What about those still waiting for shelter? Sometimes, they spend a long, uncomfortable night in a drop-in chair. Lying down is not allowed, so guests have to perform acrobatics while sitting. At MSC South, the lights go out at 10 p.m. It’s the city’s only 24-hour drop-in, so more people wait outside for an available chair. And some of them have been waiting all day.

THE CITY IS DISPLACING BLACK PEOPLE

Olivia Glowacki
On Tuesday, the Board of Supervisors unanimously voted to approve a spending deal that will fund upwards of $200 million for salary raises for public school teachers and childcare providers as well as affordable housing and homeless services.

The funds originate from the Educational Revenue Augmentation Fund (ERAF). Established in 1992 by the state of California, the fund essentially takes away money from counties in the form of property taxes to be used for school districts, while simultaneously taking away the same amount in state funding. However, once the revenue from taxes reaches a certain cap, the excess money is returned to counties. And, for San Francisco, this could be the case for the foreseeable future to the tune of around $200 million per year, barring any changes in state law.

With such a large and unexpected amount of money, community groups scrambled for a piece of the pie. Most notable were three groups who all passed voter initiatives last year that are now tied up in court: Props C and G in June, which raised salaries for childcare providers and teachers, and November’s Prop C, which raised funds for homeless housing and services. Mayor London Breed also introduced her own budget proposal, which allocated all of the funding for affordable housing and homeless services.

The budget proposal that has passed — and was co-sponsored by all eleven supervisors — includes $88.5 million for homelessness housing and service. The money will be spent on 300 shelter beds, 550 housing units and 86 beds for those with acute behavioral health needs.

The Our City Our Home Coalition, a group of advocates, frontline service providers, and people with lived experience of homelessness which were the proponent of November’s Prop C, voiced concerns over the allocation of homelessness funding. Namely, that there was a stark absence of funding for homeless families and youth, two populations that have been historically underfunded, but represent the majority of the homeless population.

Indeed, all funding for shelter and housing will be going towards the homeless adult population, targeted specifically at the chronically homeless population, a move that elected officials have been keen on supporting to reduce street homelessness, rather than addressing the issue equitably.

The other concern? An allocation of $4.5 million for mental health beds at St. Mary’s. The hospital beds would be located in a locked facility (meaning that patients would not be able to exit services by their own will) and cost upwards of $142,000 per bed per year — an incredibly ineffective way to use limited resources. Studies have shown that locked facilities do not improve mental health outcomes more than voluntary mental health services. Advocates instead maintained that there should be an investment in community mental health care.

The City will be receiving an estimated additional $200 million in June. Hopefully, this time Supervisors will put their money where their mouth is — and remember the homeless families and youth in the budget process.

### HOUSING

<table>
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<tr>
<th>Project</th>
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<th>Units</th>
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<tbody>
<tr>
<td>Construction of modular housing on 7th and Mission (Adults)</td>
<td>$42</td>
<td>250 Units</td>
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<tr>
<td>City Leases 5 Single Room Occupancy Hotels (Adults)</td>
<td>$15</td>
<td>300 Units</td>
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<tr>
<td><strong>Housing for Homeless Youth - $0</strong></td>
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</tr>
<tr>
<td><strong>Housing for Homeless Families - $0</strong></td>
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### SHELTER

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<tr>
<th>Project</th>
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<tbody>
<tr>
<td>SAFE Shelter (Adults)</td>
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<td>200 beds</td>
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<tr>
<td>Navigation Center Expansion (Adults)</td>
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<td><strong>Shelter for Homeless Youth - $0</strong></td>
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<tr>
<td><strong>Shelter for Homeless Families - $0</strong></td>
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### BEHAVIOR HEALTH/MENTAL HEALTH SERVICES

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<th>Project</th>
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<tr>
<td>San Francisco General Hospital Substance Abuse Beds</td>
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<td>72 beds</td>
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<tr>
<td>St. Mary’s Mental Health Beds</td>
<td>$4.5</td>
<td>14 beds</td>
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**TOTAL FUNDING FOR HOMELESS HOUSING AND SERVICES:** $88.5 million
Second one was the Civic Center Hotel. They are currently still open. Unlike the other Navigations, here you have your own room. I've experienced some traumatic events while being there. Ex: people jumping out of windows and people dying on the daily there. Oh and did I mention it's haunted as well? And you work really tightly with case management.

The third one was 26th and South Van Ness. That one was not at all organized. They are currently closed down as well. They were always changing the rules and they had unorthodox practices. If I wanted that kind of attitudes I would have stayed outside in the streets and dealt with that shit.

Now the last four Navigation Centers I can’t personally talk about because I haven’t been to any of them. But there are people who are in there who I talked to whose names are left out for confidentiality reasons.

The fourth one which is currently open is in the Dogpatch (Waterfront). Clients there said that it reminds them of Pier 80, very prison-like setting except you can come and go as you please. The staff there, from what I heard, are very rude and uptight, and they put themselves on a pedestal. Wow and they only do six month and seven day beds.

The fourth one which is currently open is at 19th and Division. They only have 30 day beds and people say they can’t stand the environment - meaning the clients and the staff has f***ed up positions about themselves.

The last one, the current one that’s only been open give or take 6 months is the one in Bayshore. From what I heard they are more laid back there. You can come and go as you please. Also they only do 30 day beds unless you are a priority client. Wow, being here sounds like a vacation paradise.

Well here are all the current Navigation Centers here in San Francisco:

- The first one was on 16th and Mission. It is currently closed down. That was the very first one to open, with multiple flaws that came along with that as well and from personal experience I had had bad experiences there as well.
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