

## Temporary Lodging Resources

### 1. How do we access temporary lodging resources?

Please refer to the [Temporary Lodging Letter](#) and the [Temporary Lodging Process](#). The questions to follow address those specific to Project Room Key (public health and high-risk hotel/motel rooms and the Convention Center).

### 2. What is the purpose of the Project Room Key hotel rooms? And, what is the criteria to be placed in a hotel room?

Project Room Key hotel rooms are temporary lodging made available to address the COVID-19 public health pandemic and support isolation, quarantine, recovery, and prevention efforts. The hotel rooms are not intended to solve the unsheltered homelessness crisis in San Diego. The COVID-19 pandemic is layered atop an affordable housing shortage and a homelessness crisis. The eligibility criteria are based on FEMA reimbursement guidelines for non-congregate sheltering and guidance from public health officials. These guidelines include the type of non-congregate sheltering (hotels/motels, dormitories, etc.) and the target populations who can be placed in the non-congregate sheltering. The current target population includes:

- Those who test positive for COVID-19 and do not require hospitalization but need isolation;
- Those who have been exposed to COVID-19 and are pending test results;
- Those who are asymptomatic high-risk individuals needing social distancing as a precautionary measure, such as people over 65 or with certain underlying health conditions (respiratory, compromised immunities, chronic disease).

### 3. How are the Project Room Key hotel rooms accessed? What is the referral process? How can we help people with underlying health conditions (such as heart issues, AIDS, etc.) access hotel rooms?

Referrals are **not** made directly to the hotels or to Regional Task Force on Homeless (RTFH). The hotel rooms identified for public health needs are for individuals who are symptomatic and pending test results or are COVID-19 positive and have no ability to isolate. Referrals to the public health rooms are made **only** by public health officials and medical providers. The hotels rooms assigned to RTFH are to support social distancing for example for families with children in which a large congregate setting would not be suited to meet their needs and for asymptomatic adults considered to be high risk based on age and underlying health conditions. The RTFH rooms are dedicated for individuals who are at least 65 years old and/or have underlying medical conditions and are able to maintain active daily living. Please make sure to input data into HMIS to prioritize high-risk individuals. RTFH is working to ensure availability of rooms to accommodate individuals with special needs (allow pets, ADA access, etc.). Currently the RTFH rooms are at capacity.

### 4. How many hotel rooms are available? Supervisor Fletcher provides a briefing on the number of people staying at the County and RTFH's hotel sites, but what is the total number of individuals who have accessed this program since it has started? Do we have information about their discharges?

San Diego County initially identified approximately 1,700 hotel rooms across the region to support isolation, quarantine, recovery and prevention efforts. Of these hotel rooms, approximately 440 were

approved to support prevention efforts and the remaining rooms were identified for public health needs to support isolation, quarantine, and recovery. The Regional Task Force on the Homeless (RTFH) agreed to partner with the City of San Diego and San Diego County to coordinate the logistics for the 440 rooms approved for prevention. To this date, about half of the rooms have been assigned to RTFH and there are currently no hotel rooms available.

The cumulative number of people who have stayed in the County's Public Health rooms are released during the County's 2:30 press briefings. People are discharged from the public health rooms because they have been cleared to be removed from isolation or quarantine. People leave the rooms managed by the RTFH for one of three reasons:

- They are housed,
- They've chosen to leave,
- They are unable to comply with the public health orders that are in place.

**5. Will more beds be made available to RTFH? Can the hotel rooms be used for people experiencing homeless that do not fit the criteria? Is the County providing funding for motels for 65 and younger with no symptoms? If/when more RTFH rooms become available, what will be the process for referring into them?**

Additional rooms could be made available as resources to support them are identified. This requires funding for the rooms, case management services, and exit strategies. The hotel rooms that have been secured by the County of San Diego can only be used to temporarily shelter individuals who meet the established criteria. The County's temporary lodging is specifically for people who need to be isolated or quarantined, regardless of age. There are no restrictions based on age or underlying health condition. Separately, the RTFH temporary lodging is for people who are experiencing homeless, 65 and over or who have chronic health conditions. The RTFH rooms are for people that are asymptomatic, but at risk. The RTFH hotel room capacity is currently full. People under 65 years of age is available through the shelter network. RTFH will provide that process if/when rooms become available. In the meantime, please continue to update information in HMIS and use the location tab to keep locations updated so that RTFH can effectively push out additional resources once they become available.

**6. Do you have any information on the selected sites (hotel/motel) for quarantined (unsheltered) homeless?**

Selected sites are not being shared publicly to observe the privacy of guests. A healthcare professional (including Public Health nursing staff), can access the rooms.

**7. Is the County looking for additional hotel/motel rooms? There have been solicitations from commercial real estate agents sent out to local government from vendors noting they are working with the County and City of San Diego and want to work with other cities to identify more hotel/motel rooms. Hotels have expressed interest in providing rooms in our town. How can they contribute or add beds?**

The County is not currently seeking additional hotel rooms, as more than 1700 are under contract. Hotels interested in contributing or adding beds should fill out [this form](#).

**8. For those exiting the hotel due to isolation or quarantine, what other shelter in place resources are recommended for North County by RTFH?**

At this time, the recommendation is to contact 2-1-1 and continue reaching out to local homeless providers in North County to learn about additional resources as they become available.

**9. A recent article suggested that adequate mental health and other supports for clients were not available in the hotel rooms. Can we assure the clients there are adequate support for them?**

There are behavioral health staff onsite at the Convention Center and at the County managed hotel rooms. Clients can call the Access & Crisis Line at (888) 724-7240 to access mental health services 24 hours a day, seven days a week.

**10. Isn't the hotel number only for health professionals or Nurse Triage Line to refer to?**

Yes. Referrals to temporary lodging made available through the County must be made by a health professional or County of San Diego employee who can share information provided by an assigned Public Health Nurse.

**11. Is an in-person assessment or tele-health required for symptomatic individual to be referred to hotel room?**

Telehealth assessments are allowable but must be conducted by a clinician, medical doctor, physician's assistant, nurse practitioner (MD, PA, NP). They cannot be conducted by an RN.

**12. Is the Convention Center a continued resource for those non-symptomatic and not in the high-risk category? Should I contact Homeless Outreach Teams about how to connect people to Convention Center?**

The Convention Center was intended to be a resource for those already connected to a shelter provider, including people who are non-symptomatic and non-high-risk individuals to ensure physical distancing. People are being identified and placed in the Convention Center through targeted outreach teams within the City of San Diego. The Convention Center is now accepting unsheltered individuals, through ongoing coordinated outreach partners such as the County, RTFH, HOT, Downtown Partnership, PATH, and other service providers. To connect people to the Convention Center, it is best to coordinate with one of the partnering outreach organizations. For additional information regarding the Convention Center, please email [kzolghadri@sandiego.gov](mailto:kzolghadri@sandiego.gov).

**13. Is the San Diego Convention Center and/or Golden Hall open to homeless clients outside of the City of San Diego?**

The initial phase of converting the Convention Center to a temporary shelter was to move people from the existing bridge tent structures within the City of San Diego to ensure physical distancing guidelines. It is currently open only to designated partners in the City of San Diego.

**14. What is the protocol if someone gets kicked out of the Convention Center for rules infractions?**

Each person who is enrolled in the Convention Center has a case manager. If there is an issue with a particular client, that individual will work with their case manager until all options have been exhausted. It is likely that there will be some times where someone is asked to leave the Convention Center without alternative shelter if they are unable to follow the rules; however, the Convention Center shelter workers will pursue every avenue to work with unsheltered individuals prior to taking that action.

**15. How may we find out the "rules" for clients that will or will not be accepted at Golden Hall or the Convention Center?**

Convention Center clients will be subject to similar terms of service (aka "rules") as bridge structure clients were in the past. Golden Hall clients have transitioned to hotels and to the Convention Center to provide a socially-distanced setting and allow for consolidation of services and resources.

**16. Many people come to the Housing Navigation Center asking how to access the Convention Center shelter. Is there a way to increase coordination with the Navigation Center to flow into the Convention Center beds?**

The Convention Center is currently working directly through targeted outreach to bring people into the shelter.

**17. What housing support is there for pregnant women who are homeless?**

Housing assistance for pregnant women who are homeless can be accessed through the Homeless Access Sites and can be found at [RTFH Access Sites](#).

**18. If we are in Oceanside how do we get unsheltered individuals into hotels/motels and/or the Convention Center if we have no way down there and no shelters up here? What do we do to help those that will be left outside in Oceanside?**

For people who need to be isolated or are under quarantine, transportation services are available to the temporary lodging facility. Currently the San Diego Convention Center is not accepting people from outside of the City of San Diego's jurisdiction. Ensure people are entered into the Homeless Management Information System and use 2-1-1 to identify any current resources.

**19. Does everyone at Convention Center have access to a case manager? How long are folks allowed to stay at the Convention Center?**

There's no limit on length of stay, and at this time it is adequately staffed with case management. The ability to house people at the Convention Center overall will be contingent on the Public Health order and when the Convention Center returns to regular operations in hosting conventions and other events.