



SAN FRANCISCO HUMAN SERVICES AGENCY

Department of Benefits
and Family Support

Department of Disability
and Aging Services

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org



London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO:	HUMAN SERVICES COMMISSION				
THROUGH:	TRENT RHORER, EXECUTIVE DIRECTOR				
FROM:	ANNA PINEDA, DEPUTY DIRECTOR ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS				
DATE:	MAY 19, 2023				
SUBJECT:	GRANT MODIFICATION: MULTIPLE PROVIDERS (see table page 2) FOR PROVISION OF CALWORKS HOUSING LOCATOR, HOUSING CONNECTOR, AND CASE MANAGEMENT SERVICES				
	<u>Current</u>		<u>Modification</u>		
TERM:	07/01/22-6/30/2025		07/1/22 – 6/30/25		
GRANT AMOUNTS:	See Table Page 2				
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
		\$8,669,297	\$16,100,123	\$2,476,942	\$27,246,362
FUNDING: PERCENTAGE:		35%	65%		100%

The Department of Benefits and Family Support (BFS) requests authorization to modify the existing grants below with for the period of July 1, 2022 to June 30, 2025, in the additional amount of \$16,151,394 plus 10% contingency for a revised total amount not to exceed \$27,246,362. The purpose of this modification is to extend these grants to provide CalWORKs families meeting the California Department of Social Services (CDSS) definition of homelessness, with housing locator, housing connector, and housing stabilization and case management services to obtain and retain permanent housing.

<u>Grantee</u>	<u>FY22-23</u>	<u>FY23-24</u>	<u>FY24-25</u>	<u>Total Modification</u>	<u>Total</u>	<u>Contingency</u>	<u>Not To Exceed</u>
Abode	\$3,019,895	\$2,797,009	\$2,520,494	\$5,388,466	\$8,337,398	\$833,740	\$9,171,138
Catholic Charities	\$2,668,485	\$2,891,052	\$2,454,501	\$5,628,704	\$8,014,038	\$801,404	\$8,815,442
Hamilton Families	\$2,929,646	\$2,610,242	\$2,878,096	\$5,248,739	\$8,417,984	\$841,798	\$9,259,782
TOTAL	\$8,618,026	\$8,298,303	\$7,853,091	\$16,151,394	\$24,769,420	\$2,476,942	\$27,246,362

Background

Homelessness has been identified as one of the major barriers that impact the CalWORKs families' ability to participate in required activities and meet program requirements that leads toward the path of self-sufficiency. Senate Bill (SB) 855 (Chapter 29, Statutes of 2014) allocated State funding for housing supports to homeless CalWORKs recipients. Grantees provide placement of new families into permanent housing and also provide the ongoing case management, managing the rental subsidies and supportive services.

Services to be Provided

All three Grantees will provide CalWORKs families living in shelters, in transitional housing programs, and families who are at risk of losing their permanent housing, with housing locator and housing connector services to obtain and retain permanent housing.

Housing Locator and Connector Services

Grantee identifies units and provides unit descriptions for the housing match and placement process. Grantee establishes a current list of available housing units for this program within the City and County of San Francisco and surrounding Bay Area Counties (within the Bay Area's nine counties and beyond). Grantee works with the CalWORKs Social Worker and CalWORKs families to match and place the families with available housing units and assists families throughout the lease application and placement process.

Housing Stabilization and Case Management Services

Grantee provides ongoing intensive housing case management services including regular meetings with participants to track progress towards employment and housing goals, and referrals to other local supportive services. In addition to these services, Grantee supports direct pass-through subsidies to clients for various housing-related costs, such as move-in assistance, rental subsidies for up to one year, and household goods.

Employment Services for HSP Participants

In addition to Housing Services, Hamilton Families and Catholic Charities will provide robust employment services that go beyond referrals to employment and training services. It will include job readiness, job search, and job placement services. Services shall be provided to

HSP participants residing in the designated counties, whether or not Grantee provides Housing Stability Case Management to the family.

For FY23-25, these grants will provide for placement of 96 families annually into housing while continuing to provide housing support including landlord mediation, as needed, for those already housed.

Selection

Grantees were selected through Request for Proposals #857, which was competitively bid in January 2020.

Funding

Funding for these grants is provided by a combination of Federal and State funds.

ATTACHMENTS

Abode Services Appendix A-1 – Services to be Provided

Abode Services Appendix B -1– Budget

Catholic Charities Appendix A-1 – Services to be Provided

Catholic Charities Appendix B-1 – Budget

Hamilton Families Appendix A-1 – Services to be Provided

Hamilton Families Appendix B-1 – Budget

APPENDIX A-1 – Services to be Provided

Abode Services

CalWORKs Housing Locator, Housing Connector, and Housing Stabilization

July 1, 2023 – June 30, 2025

I. Purpose of Grant

To provide CalWORKs families meeting the California Department of Social Services (CDSS) definition of homelessness, with housing locator, housing connector, and housing stabilization and case management services to obtain and retain permanent housing.

II. Definitions

CalWORKs or CW	California Work Opportunity and Responsibility to Kids welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid.
CARBON	Contracts Administration, Reporting and Billing Online database
CES	Coordinated Entry System, a local or regional system for homeless families to be assessed, triaged and referred to housing and homeless services.
CWHSP	CalWORKs Housing Support Program, an integrated program of HSA staff and contracted services to place Homeless CalWORKs participants in permanent housing.
Grantee	Abode Services
Homeless	CDSS definition of homeless under the Housing Support Program, currently: <ol style="list-style-type: none"> 1) Lacking a fixed and regular nighttime residence; or 2) Having a primary nighttime residence that is a supervised publicly or privately operated shelter designed to provide temporary living accommodations; or 3) Residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings; or 4) In receipt of a judgment for eviction, as ordered by a court.
HSA	Human Services Agency of the City and County of San Francisco, also the Department
Launchpad	Web-based client tracking system used by HSA and all of its contracted service providers.

SOGI	Sexual Orientation and Gender Identity. A City ordinance requiring grantees to collect data concerning SOGI information on clients they serve.
SW	Human Service Agency Social Worker staff
WtW	Welfare-to-Work

III. Target Population

CalWORKs families, as referred by HSA staff, meeting the definition of Homelessness developed for this program by the California Department of Social Services as listed in Section II Definitions.

IV. Description of Services

Housing Locator Services

- A. Provide a list of units with descriptions for every housing match and placement process. Contractor will identify and establish a current list of available housing units for this program within the City and County of San Francisco and surrounding Bay Area Counties including but not limited to: Alameda, Contra Costa, Marin, Napa, San Mateo, Santa Clara, and Solano.
- B. Utilize a systematic approach to searching for suitable units, using standard real estate networking listings and publications, landlord outreach, and other methods. This should result in a portfolio of units that vary in size reflective of the CalWORKs families' needs, and that have monthly rent amounts that a family could conceivably assume without the help of a subsidy after exiting the Housing Support Program.
- C. Target housing search to neighborhoods where families have a higher likelihood of economic success, housing stability and overall well-being. Examples of criteria that can be used to determine likelihood of success include easy access to public transportation, access to high performing public schools, access to community-based supportive services and low rates of community violence.
- D. Maintaining a centralized, virtually accessible, listing of units with description and information on how to apply, within SF and beyond throughout the nine Bay Area surrounding counties, as appropriate, that is updated weekly and could be accessible to CalWORKs staff and assigned participants in the Housing Support Program.
- E. Provide post-placement landlord services as needed. After the housing placement and follow-up and retention service period, the Housing Services Locator is expected to become involved again with the families if there are problems with ongoing housing retention that may include arbitrating conflicts with the landlord. This service must be provided to all HSP families, regardless of whether case management is provided by SFHSA or by the contracted provider.
- F. Communicate frequently with the CalWORKs program and Housing Connector through emails, phone calls, and possibly web-based resources to disseminate information about housing resources, coordinate the matching of families to housing options, and navigate placement and retention in housing.

- G. Provide language capacity for service mirroring the needs of the CalWORKs population.

Housing Connector Services

- A. Operate in accordance with the Housing First philosophy and Rapid Rehousing model.
- B. Work with Housing Locator, the CalWORKs SW, and CalWORKs families to match and place the families with available housing units, and assist families throughout the lease application and placement process. NOTE: The referral process of families from CW SW to Grantee is done via Launchpad, and office space for Grantee could be made available at the CalWORKs site to improve coordination and streamline this process.
- C. Families referred by HSA will move to Housing Connector Services within 7 days from the date referred to Grantee by the CW HSP unit. At a minimum, families should be contacted and scheduled for intake.
- D. Transport families and show available units to determine a match. Ensure that families have a way to get to unit showings without having out-of-pocket expense for transportation if Grantee does not provide transportation directly to them.
- E. In collaboration with the CalWORKs SW and CalWORKs families, perform the appropriate housing matches between units and identified families, recommend housing options/solutions, and placement that includes making housing-related service referrals that lead to lease approval.
- F. Coordinate housing search process and provide responsive and collaborative effort focusing on the intensive beginning phase to match/place CalWORKs families with housing. This includes completing the housing application and assistance on obtaining required documentation to get the lease completed, providing a unit move-in to-do list to the families, and completing the move-in checklist requirements for CalWORKs program documentation.
- G. Families will be placed in permanent housing in an average of 30 days from the start of their housing search.
- H. Negotiate leases with landlords pertaining to families to be placed in their rental properties. Note: the lease needs to be a year in length and signed prior to move-in and sent to the CWHSP on a weekly basis.
- I. Conduct and document a pre-move-in inspection report of units considered for match and placement process to ensure basic habitability, safety and cleanliness. Note: this report should include documentation and photos to identify any pending repairs to be provided to CalWORKs SW prior to the move-in date.
- J. Work with the CalWORKs SW to identify, gather and coordinate families' eligible expenses and to issue expenditures for move-in such as the deposit, first and last month's rent, furniture, etc. Assist families in applying for move-in assistance from other sources on expenses that are not covered, as appropriate.
- K. Directly pay for approved housing search (including credit checks, application fees, paying off debt to utility companies, assistance in correcting erroneous unlawful detainers) and move-in costs (security deposit, first, second, and last month's rent, furniture), and other costs related to these program participant activities that are approved by CalWORKs per CWHSP guidelines.
- L. Educate families about their lease or occupancy agreement.
- M. Serve as the direct landlord liaison and communicate with the CalWORKs SW.

- N. Provide weekly progress report to the CalWORKs SW on the status of families in the matching and placement process.
- O. Track leased units in a database, noting occupancy dates and lease terms, any changes in ownership or property management. Share that information with HSA on a monthly basis for the ongoing subsidy payments.
- P. Communicate frequently with the CalWORKs program and Housing Stabilization provider through emails, phone calls, and possibly web-based resources to disseminate information about housing resources, coordinate the matching of families to housing options, and navigate placement and retention in housing.
- Q. Provide Neighborhood Welcome packets including information on local community services and resources and distribute the packet to families once placed.
- R. Provide language capacity for service mirroring the needs of the CalWORKs population.

Housing Stabilization and Case Management Services

- A. Provide wrap-around ongoing and dynamic housing case management until the family exits the CalWORKs Housing Support Program. Case management services to include:
 - 1. Develop a housing case management plan upon assuming case management. Plan should incorporate goals that support the family's near-term housing retention and stability and that support the family's ability to eventually move off of the subsidy while maintaining housing stability.
 - 2. At least monthly face-to-face, or virtual if appropriate, meetings with the family and its head of household upon assuming case management or following housing placement. Case management approach with the family needs to be assertive, responsive, supportive and collaborative that adjusts depending on the family's situation. Other meetings in addition to the monthly face-to-face could either be in-office, via phone/web, or home visits depending upon the need.
 - 3. Provide participants with an up-to-date resource list with local social services and employment services providers when families are placed to actively support linkages to needed services in the new community and facilitate connection with local employment opportunities. Make warm referrals to community-based services whenever possible.
 - 4. Actively monitor and support program participant's progress toward obtaining or maintaining employment and increasing income, where appropriate. This includes connecting all families who are ready to engage in employment or job readiness services with HSA's JobsNOW program, provided that they are housed within commuting range of San Francisco, and establishing referral relationships with employment services providers in the community of residence.
 - 5. Actively monitor and support program participant's housing retention and stability. Update the housing case management plan quarterly that includes housing goals with each family with a plan for when the subsidy ends.
 - 6. On an as needed basis, case management may entail coordinating with CWHSP and San Francisco's CES to connect HSP program participants with deeper housing needs to the broader array of housing and homeless services available, including emergency shelter and permanent supportive housing.

- B. Provide follow-up housing placement and retention services to all placed CalWORKs families until exit from the program.
- C. Connect participants with local tenancy and eviction prevention services, when appropriate.
- D. Connect with local resources, agencies and supportive services. Provide Information and Referral to permanent housing resources including but not limited to public housing and Section 8. For families who fall out of HSP housing placement, every attempt will be made to link the family to the local CES.
- E. While receiving housing case management services, the Housing Services Locator may need to be involved again with the families if there are problems with ongoing housing retention that may include arbitrating conflicts with the landlord. This applies to all HSP families, regardless of whether case management is provided by SFHSA or by the contracted provider.
- F. Administer the rental subsidy for designated program participants and follow CWHSP program guidelines that include increasing the share of his or her monthly income towards the rent for families' case managed by Grantee.
- G. Receive and maintain family CalWORKs eligibility documents from program participants on a monthly basis. Income reported to Case Manager must be verified.
- H. Verify program participants' ongoing CalWORKs eligibility monthly and notify CW SW if discontinued. Determine if program participant will continue receiving retention services under CW WtW and for how long. Per state regulations, families no longer active in CalWORKs or not receiving retention services will become ineligible for HSP.
- I. When applicable, verify CW WtW program participants' discontinuance letter in counties outside of San Francisco to determine if they are eligible for additional 12 months under San Francisco's WtW retention rules.
- J. Provide language capacity for service mirroring the needs of the CalWORKs population.

Employment Services

Grantee shall connect families with other HSP contractors to provide employment services based on their county of residence. This connection is to include providing a space at Abode Services' regional site for families to meet and access employment services as appropriate.

- A. Develop a memorandum of understanding that outlines the coordination agreement and expectations on employment services for Grantee and the other HSP contractors.

HSA Responsibilities

- A. CalWORKs SW will work closely together with Grantee staff on matching and housing placement. All program participants will have access to a full array of wrap-around services through their CalWORKs Housing SW. When an HSP program participant is re-housed outside of San Francisco, the CalWORKs SW will ensure a "warm handoff" to the CalWORKs program in the new county of residence.
- B. Provide office/desk space to Grantee staff while working at HSA site to better coordinate with CalWORKs staff.

- C. Provide Grantee with a direct linkage to JobsNOW for referral and to be abreast of program offerings.

V. Location and Time of Services

Grantee shall provide contracted services in San Francisco, other Abode Services locations, and at housing sites. Grantee staff will also work at CalWORKs offices as needed. Services are to be provided five days a week, between the hours of 9:00am and 5:00pm, some evenings and weekends, and at other times when necessary to best serve the needs of families. The nature of the Housing Locator and Housing Connector work will require extensive work in the community, including the surrounding counties.

VI. Service Objectives

The Grantee will meet the following Service Objectives:

- A. Provide Housing Locator and Housing Connector services to all referred CalWORKs families per year. Number of referrals made each year will be based on the agreed upon number of families to be placed in housing within the program year.
- B. Subject to available funding, in Fiscal Years 2023-25, Grantee will place **30** new families in housing per year.
- C. Provide ongoing case management and direct rent subsidy payments to referred CalWORKs families. In Fiscal Year 2023-24, Grantee will serve **40** families at any given time. In Fiscal Year 2024-25, Grantee will serve **30** families at any given time.

VII. Outcome Objectives

The Grantee will meet the following Outcome Objectives:

- A. 95% of families will remain stably housed 3 months after being placed.
- B. 85% of families placed who receive case management services from Grantee will retain housing 9 months after housing placement.
- C. 50% of families placed who receive case management services will successfully exit the subsidy to stable housing 15 months after housing placement.
- D. 80% of families in HSP who receive case management services from Grantee that exit the program will exit to permanent housing.
- E. 85% of families exiting HSP who receive case management services from Grantee should not become homeless within a year.
- F. A minimum of 50% of HSP families served during a survey sample period shall complete a Client Satisfaction Survey. 80% of participants participating in the Client Satisfaction Survey will rate services as “Excellent” or “Good”. Grantee should include the following standardized questions: “How would you rate the [specific services] Program overall?”, “How would you rate staff responsiveness and follow-through with issues?”, “How would you rate staff effectiveness in connecting you to services in your new county of residence?” The options should be “Excellent”, “Good”, “Fair” and “Poor”. This survey will be conducted by Grantee according to HSA guidelines.
- G. CalWORKs staff involved in HSP shall complete a Client Satisfaction Survey. 80% of CalWORKs staff taking the Client Satisfaction Survey will rate services as “Excellent” or “Good”. Grantee should use the following standardized question: “How would you rate the [specific services] Program overall?” The options should be “Excellent”, “Good”, “Fair” and “Poor”.

VIII. Reporting Requirements

- A. Grantee will provide the new Lease Agreements, the receipt of all other accounting expenses at time of move-in, the W-9 Tax information Form endorsed by the landlord/property manager, and other forms as needed by uploading to Launchpad on a weekly basis.
- B. Grantee will update Launchpad regarding activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives, including monitoring and documenting family CalWORKs eligibility with verification maintained in the case files for family's case managed by Grantee. Grantee should update Launchpad in a timely manner, and by no later than the 5th of the following month. If the 5th of the month falls on a weekend or a holiday, the due date is extended to the following business day.
- C. Grantee will provide the CWHSP State Data report monthly through Launchpad by the 5th of the month. Grantee will provide monthly employment status in the State data report. If the 5th of the month falls on a weekend or a holiday, the due date is extended to the following business day.
- D. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VI & VII - Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will submit the annual report by the 15th of the month following the end of the program year. If the 15th of the month falls on a weekend or a holiday, the due date is extended to the following business day.
- E. Grantee will provide SOGI aggregate data in the CARBON database semi-annually by the 10th of the month following the end of the second and fourth quarters of the program year. If the 10th of the month falls on a weekend or a holiday, the due date is extended to the following business day.
- F. Grantee will provide Ad Hoc reports as required by the Department.

For assistance with reporting requirements or submission of reports, contact:

Leslie Lau at leslie.lau1@sfgov.org

Contract Manager, Office of Contract Management

- or -

Christina Chen at christina.x.chen@sfgov.org

Community Services Specialist, Welfare-to-Work Services Division

IX. Monitoring Activities

A. Program Monitoring:

Program monitoring will include a site visit, review of quarterly and annual reports, and review of case files and back-up documentation verifying progress towards meeting service and outcome objectives. The provider should bear in mind that performance will be measured in large part by program participants' success in maintaining stable housing for six months after receiving assistance.

B. Fiscal Compliance and Grant Monitoring:

Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOU's, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E	F	G
1	Appendix B-1, Page 1						
2							
3	HUMAN SERVICES AGENCY BUDGET SUMMARY						
4							
5	Agency Name: Abode Services					Grant Term:	7/1/22 - 6/30/25
6	(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>						
7	If modification, Effective Date:	6/1/2023			Modification No.:	2	
8	RFP/Grant Name:	Calwork HSP Locator Connector					
9		Original	Modification	New Total			
10		7/1/22 - 6/30/23	7/1/22 - 6/30/23	7/1/22 - 6/30/23	7/1/23 - 6/30/24	7/1/24 - 6/30/25	Budget
11							Total
12	Expenditures						
13	Salaries & Benefits	\$1,037,450	\$0	\$1,037,450	\$758,750	\$758,750	\$2,554,950
14	Operating Expenses	\$232,000	\$0	\$232,000	\$297,317	\$267,096	\$796,413
15	Subtotal	\$1,269,450	\$0	\$1,269,450	\$1,056,067	\$1,025,846	\$3,351,363
16	Indirect Percentage (%)	15%	15%	15%	15%	15%	15%
17	Indirect Costs (Line 16 X Line 15)	\$190,418	\$0	\$190,418	\$158,410	\$153,877	\$502,704
18	Capital Expenses	\$4,500	\$0	\$4,500	\$2,000	\$2,000	\$8,500
19	Direct Client Pass-through	\$1,216,479	\$339,048	\$1,555,527	\$1,580,533	\$1,338,771	\$4,474,831
20	Total Expenses	\$2,680,847	\$339,048	\$3,019,895	\$2,797,009	\$2,520,494	\$8,337,398
21							
22	HSA Revenues						
23	State	\$938,296		\$1,056,963	\$978,953	\$882,173	\$2,918,089
24	Federal	\$1,742,550		\$1,962,931	\$1,818,056	\$1,638,321	\$5,419,309
25							
26							
27							
28							
29							
30	Total HSA Revenues	\$2,680,847	\$0	\$3,019,895	\$2,797,009	\$2,520,494	\$8,337,398
31							
32	Other Program Revenues						
33							
34							
35							
36							
37							
38	Total Other Program Revenues	\$2,680,847	\$0	\$3,019,895	\$2,797,009	\$2,520,494	\$8,337,398
39							
41	Prepared by:				Telephone No.:		Date:
42	HSA Budget Summary						5/12/2023

	A	B	C	D	E	F	G	H	I	J	K
1	Appendix B-1, Page 1										
2											
3											
4	Agency Name: Abode Services										
5	Calwork HSP Locator Connector										
6											
7	Salaries & Benefits Detail										
8											
9											
10		Agency Totals		HSA Program		7/1/22 - 6/30/23	7/1/22 - 6/30/23	7/1/22 - 6/30/23	7/1/23 - 6/30/24	7/1/24 - 6/30/25	
		Annual Full TimeSalary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Year 1	Year 1	Year 1	Year 2	Year 3	TOTAL
11	POSITION TITLE					Budgeted Salary	Budget Revision	Total Revised	Budgeted Salary	Budgeted Salary	7/1/22 - 6/30/25
12	Program Director	\$114,400	\$1	\$0	\$0	\$17,160	\$0	\$17,160	\$20,000	\$20,000	\$57,160
13	Program Manager	\$90,000	\$1	\$1	\$1	\$90,000	\$0	\$90,000	\$95,000	\$95,000	\$280,000
14	Real Estate Lead	\$83,200	\$1	\$0	\$0	\$20,800	\$0	\$20,800	\$22,000	\$22,000	\$64,800
15	Housing Specialist	\$63,000	\$4	\$1	\$4	\$252,000	\$0	\$252,000	\$150,000	\$150,000	\$552,000
16	Housing Services Coordinator	\$65,000	\$6	\$1	\$6	\$390,000	\$0	\$390,000	\$250,000	\$250,000	\$890,000
17	Data & Compliance	\$60,000	\$1	\$1	\$1	\$60,000	\$0	\$60,000	\$70,000	\$70,000	\$200,000
18											
19											
20											
21											
22											
23											
24											
25											
26	TOTALS	\$475,600	\$14	\$4	\$12	\$829,960	\$0	\$829,960	\$607,000	\$607,000	\$2,043,960
27											
28	FRINGE BENEFIT RATE	25%									
29	EMPLOYEE FRINGE BENEFITS					\$207,490	\$0	\$207,490	\$151,750	\$151,750	\$510,990
30											
31											
32	TOTAL SALARIES & BENEFITS					\$1,037,450	\$0	\$1,037,450	\$758,750	\$758,750	\$2,554,950
33	HSA Salary & Benefits Detail										
	5/12/2023										

	A	B	C	D	E	F	G	H
1								Appendix B, Part 4
2								Appendix B, Page 4
3								
4		Agency Name: Abode Services						
5		Calwork HSP Locator Connector						
6								
7								
8								
9								
10		EQUIPMENT	TERM	Year 1 7/1/22 - 6/30/25	Year 1 Revision	Year 1 Total Revised	Year 2 6/1/23	Year 3 6/1/23
11		No.	ITEM/DESCRIPTION					TOTAL 7/1/22 - 6/30/25
12		3	Laptops	\$4,500		\$4,500	\$2,000	\$2,000
13								
14								
15								
16								
17								
18								
19								
20		TOTAL EQUIPMENT COST		\$4,500	\$0	\$4,500	\$2,000	\$2,000
21								
22		REMODELING						
23		Description:						
24								
25								
26								
27								
28								
29		TOTAL REMODELING COST						
30								
31		TOTAL CAPITAL EXPENDITURE		\$4,500	\$0	\$4,500	\$2,000	\$2,000
32		(Equipment and Remodeling Cost)						\$8,500
33		HSA Capital Expenses Detail						

5/12/2023

APPENDIX A-1 – Services to be Provided
Catholic Charities
CalWORKs Housing Locator, Housing Connector, and Housing Stabilization
July 1, 2023 – June 30, 2025

I. Purpose of Grant

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Grantee	Catholic Charities
Homeless	CDSS definition of homeless under the Housing Support Program, currently: <ol style="list-style-type: none"> 1) Lacking a fixed and regular nighttime residence; or 2) Having a primary nighttime residence that is a supervised publicly or privately operated shelter designed to provide temporary living accommodations; or 3) Residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings; or 4) In receipt of a judgment for eviction, as ordered by a court.
HSA	Human Services Agency of the City and County of San Francisco, also the Department
Launchpad	Web-based client tracking system used by HSA and all of its contracted service providers.

SOGI	Sexual Orientation and Gender Identity. A City ordinance requiring grantees to collect data concerning SOGI information on clients they serve.
SW	Human Service Agency Social Worker staff
WtW	Welfare-to-Work

III. Target Population

CalWORKs families, as referred by HSA staff, meeting the definition of Homelessness developed for this program by the California Department of Social Services as listed in Section II Definitions.

IV. Description of Services

Housing Locator Services

- A. Provide a list of units with descriptions for every housing match and placement process. Contractor will identify and establish a current list of available housing units for this program within the City and County of San Francisco and surrounding Bay Area Counties including but not limited to: Alameda, Contra Costa, Marin, Napa, San Mateo, Santa Clara, and Solano.
- B. Utilize a systematic approach to searching for suitable units, using standard real estate networking listings and publications, landlord outreach, and other methods. This should result in a portfolio of units that vary in size reflective of the CalWORKs families' needs, and that have monthly rent amounts that a family could conceivably assume without the help of a subsidy after exiting the Housing Support Program.
- C. Target housing search to neighborhoods where families have a higher likelihood of economic success, housing stability and overall well-being. Examples of criteria that can be used to determine likelihood of success include easy access to public transportation, access to high performing public schools, access to community-based supportive services and low rates of community violence.
- D. Maintaining a centralized, virtually accessible, listing of units with description and information on how to apply, within SF and beyond throughout the nine Bay Area surrounding counties, as appropriate, that is updated weekly and could be accessible to CalWORKs staff and assigned participants in the Housing Support Program.
- E. Provide post-placement landlord services as needed. After the housing placement and follow-up and retention service period, the Housing Services Locator is expected to become involved again with the families if there are problems with ongoing housing retention that may include arbitrating conflicts with the landlord. This service must be provided to all HSP families, regardless of whether case management is provided by SFHSA or by the contracted provider.
- F. Communicate frequently with the CalWORKs program and Housing Connector through emails, phone calls, and possibly web-based resources to disseminate information about housing resources, coordinate the matching of families to housing options, and navigate placement and retention in housing.

- G. Provide language capacity for service mirroring the needs of the CalWORKs population.

Housing Connector Services

- A. Operate in accordance with the Housing First philosophy and Rapid Rehousing model.
- B. Work with Housing Locator, the CalWORKs SW, and CalWORKs families to match and place the families with available housing units, and assist families throughout the lease application and placement process. NOTE: The referral process of families from CW SW to Grantee is done via Launchpad, and office space for Grantee could be made available at the CalWORKs site to improve coordination and streamline this process.
- C. Families referred by HSA will move to Housing Connector Services within 7 days from the date referred to Grantee by the CW HSP unit. At a minimum, families should be contacted and scheduled for intake.
- D. Transport families and show available units to determine a match. Ensure that families have a way to get to unit showings without having out-of-pocket expense for transportation if Grantee does not provide transportation directly to them.
- E. In collaboration with the CalWORKs SW and CalWORKs families, perform the appropriate housing matches between units and identified families, recommend housing options/solutions, and placement that includes making housing-related service referrals that lead to lease approval.
- F. Coordinate housing search process and provide responsive and collaborative effort focusing on the intensive beginning phase to match/place CalWORKs families with housing. This includes completing the housing application and assistance on obtaining required documentation to get the lease completed, providing a unit move-in to-do list to the families, and completing the move-in checklist requirements for CalWORKs program documentation.
- G. Families will be placed in permanent housing in an average of 30 days from the start of their housing search.
- H. Negotiate leases with landlords pertaining to families to be placed in their rental properties. Note: the lease needs to be a year in length and signed prior to move-in and sent to the CW HSP on a weekly basis.
- I. Conduct and document a pre-move-in inspection report of units considered for match and placement process to ensure basic habitability, safety and cleanliness. Note: this report should include documentation and photos to identify any pending repairs to be provided to CalWORKs SW prior to the move-in date.
- J. Work with the CalWORKs SW to identify, gather and coordinate families' eligible expenses and to issue expenditures for move-in such as the deposit, first and last month's rent, furniture, etc. Assist families in applying for move-in assistance from other sources on expenses that are not covered, as appropriate.
- K. Directly pay for approved housing search (including credit checks, application fees, paying off debt to utility companies, assistance in correcting erroneous unlawful detainers) and move-in costs (security deposit, first, second, and last month's rent, furniture), and other costs related to these program participant activities that are approved by CalWORKs per CW HSP guidelines.
- L. Educate families about their lease or occupancy agreement.
- M. Serve as the direct landlord liaison and communicate with the CalWORKs SW.

- N. Provide weekly progress report to the CalWORKs SW on the status of families in the matching and placement process.
- O. Track leased units in a database, noting occupancy dates and lease terms, any changes in ownership or property management. Share that information with HSA on a monthly basis for the ongoing subsidy payments.
- P. Communicate frequently with the CalWORKs program and Housing Stabilization provider through emails, phone calls, and possibly web-based resources to disseminate information about housing resources, coordinate the matching of families to housing options, and navigate placement and retention in housing.
- Q. Provide Neighborhood Welcome packets including information on local community services and resources and distribute the packet to families once placed.
- R. Provide language capacity for service mirroring the needs of the CalWORKs population.

Housing Stabilization and Case Management Services

- A. Provide wrap-around ongoing and dynamic housing case management until the family exits the CalWORKs Housing Support Program. Case management services to include:
 - 1. Develop a housing case management plan upon assuming case management. Plan should incorporate goals that support the family's near-term housing retention and stability and that support the family's ability to eventually move off of the subsidy while maintaining housing stability.
 - 2. At least monthly face-to-face, or virtual if appropriate, meetings with the family and its head of household upon assuming case management or following housing placement. Case management approach with the family needs to be assertive, responsive, supportive and collaborative that adjusts depending on the family's situation. Other meetings in addition to the monthly face-to-face could either be in-office, via phone/web, or home visits depending upon the need.
 - 3. Provide participants with an up-to-date resource list with local social services and employment services providers when families are placed to actively support linkages to needed services in the new community and facilitate connection with local employment opportunities. Make warm referrals to community-based services whenever possible.
 - 4. Actively monitor and support program participant's progress toward obtaining or maintaining employment and increasing income, where appropriate. This includes connecting all families who are ready to engage in employment or job readiness services with HSA's JobsNOW program, provided that they are housed within commuting range of San Francisco, and establishing referral relationships with employment services providers in the community of residence.
 - 5. Actively monitor and support program participant's housing retention and stability. Update the housing case management plan quarterly that includes housing goals with each family with a plan for when the subsidy ends.
 - 6. On an as needed basis, case management may entail coordinating with CWHSP and San Francisco's CES to connect HSP program participants with deeper housing needs to the broader array of housing and homeless services available, including emergency shelter and permanent supportive housing.

- B. Provide follow-up housing placement and retention services to all placed CalWORKs families until exit from the program.
- C. Connect participants with local tenancy and eviction prevention services, when appropriate.
- D. Connect with local resources, agencies and supportive services. Provide Information and Referral to permanent housing resources including but not limited to public housing and Section 8. For families who fall out of HSP housing placement, every attempt will be made to link the family to the local CES.
- E. While receiving housing case management services, the Housing Services Locator may need to be involved again with the families if there are problems with ongoing housing retention that may include arbitrating conflicts with the landlord. This applies to all HSP families, regardless of whether case management is provided by SFHSA or by the contracted provider.
- F. Administer the rental subsidy for designated program participants and follow CWHSP program guidelines that include increasing the share of his or her monthly income towards the rent for families case managed by Grantee.
- G. Receive and maintain family CalWORKs eligibility documents from program participants on a monthly basis. Income reported to Case Manager must be verified.
- H. Verify program participants' ongoing CalWORKs eligibility monthly and notify CW SW if discontinued. Determine if program participant will continue receiving retention services under CW WtW and for how long. Per state regulations, families no longer active in CalWORKs or not receiving retention services will become ineligible for HSP.
- I. When applicable, verify CW WtW program participants' discontinuance letter in counties outside of San Francisco to determine if they are eligible for additional 12 months under San Francisco's WtW retention rules.
- J. Provide language capacity for service mirroring the needs of the CalWORKs population.

Employment Services

Grantee shall provide robust employment services that go beyond referrals to employment and training services. Services shall be provided to HSP participants residing in the designated counties, whether or not Grantee provides Housing Stability Case Management to the family. Grantee will leverage office spaces of other HSP contractors as appropriate to provide employment services to families.

- A. Create an Individual Employment Plan for each participant with specific goals and identifying the services to be provided. Align to the participant's CalWORKs Welfare-to-Work Plan if applicable, and coordinate supportive services with the Housing Stability Case Manager as needed.
- B. Provide individualized assistance for any employment/vocational barriers.
- C. Communicate with participants at least twice monthly. Communication may be done by phone, email or in person.
- D. Communicate with the Housing Stability Case manager on an ongoing basis and report participants' job placements in a timely manner.
- E. Develop relationships with employers in participants' new communities to identify job placement opportunities.

- F. Develop an in-depth knowledge of HSA's JobsNOW program and refer participants to the program for subsidized and unsubsidized job opportunities.
- G. Obtain verification of participant job placements. Verification will include a copy of a participant pay stub, a letter from the employer on business letterhead, or other method approved by HSA.

HSA Responsibilities

- A. CalWORKs SW will work closely together with Grantee staff on matching and housing placement. All program participants will have access to a full array of wrap-around services through their CalWORKs Housing SW. When an HSP program participant is re-housed outside of San Francisco, the CalWORKs SW will ensure a "warm handoff" to the CalWORKs program in the new county of residence.
- B. Provide office/desk space to Grantee staff while working at HSA site to better coordinate with CalWORKs staff.
- C. Provide Grantee with a direct linkage to JobsNOW for referral and to be abreast of program offerings.
- D. Develop a memorandum of understanding that outlines the coordination agreement and expectations on employment services for Grantee and the other HSP contractors.

V. Location and Time of Services

Grantee shall provide services at Catholic Charities offices in San Francisco, other Catholic Charities locations, and at housing sites. Grantee staff will also work at CalWORKs offices as described above. Services are to be provided five days a week, between the hours of 9:00am and 5:00pm, some evenings and weekends, and at other times when necessary to best serve the needs of families. The nature of the Housing Locator and Housing Connector work will require extensive work in the community, including the surrounding counties.

VI. Service Objectives

- A. Provide Housing Locator and Housing Connector services to all referred CalWORKs families per year. Number of referrals made each year will be based on the agreed upon number of families to be placed in housing within the program year.
- B. Subject to available funding, in Fiscal Years 2023-25, Grantee will place **36** new families in housing per year.
- C. Provide ongoing case management and direct rent subsidy payments to referred CalWORKs families. In Fiscal Year 2023-24, Grantee will serve **90** families at any given time. In Fiscal Year 2024-25, Grantee will serve **65** families at any given time.
- D. Provide employment services to **40** families annually.

VII. Outcome Objectives

- A. 95% of families will remain stably housed 3 months after being placed.
- B. 85% of families placed who receive case management services from Grantee will retain housing 9 months after housing placement.
- C. 50% of families placed who receive case management services will successfully exit the subsidy to stable housing 15 months after housing placement.

- D. 80% of families in HSP who receive case management services from Grantee that exit the program will exit to permanent housing.
- E. 85% of families exiting HSP who receive case management services from Grantee should not become homeless within a year.
- F. A minimum of 75% of participants who receive employment services will obtain unsubsidized employment and/or increase their earned income within 12 months. For the purposes of this contract, success will be defined as job placement at 25 or more hours of employment within a 40-hour pay period or as an increase of 25% or more in earned income. Participant job placement or earnings information must be submitted to HSA with verification. Verification will include a copy of a participant pay stub, a letter from the employer on business letterhead, or other method approved by HSA.
- G. A minimum of 50% of HSP families served during a survey sample period shall complete a Client Satisfaction Survey. 80% of participants participating in the Client Satisfaction Survey will rate services as “Excellent” or “Good”. Grantee should include the following standardized questions: “How would you rate the [specific services] Program overall?”, “How would you rate staff responsiveness and follow-through with issues?”, “How would you rate staff effectiveness in connecting you to services in your new county of residence?” The options should be “Excellent”, “Good”, “Fair” and “Poor”. This survey will be conducted by Grantee according to HSA guidelines.
- H. CalWORKs staff involved in HSP shall complete a Client Satisfaction Survey. 80% of CalWORKs staff taking the Client Satisfaction Survey will rate services as “Excellent” or “Good”. Grantee should use the following standardized question: “How would you rate the [specific services] Program overall?” The options should be “Excellent”, “Good”, “Fair” and “Poor”.

VIII. Reporting Requirements

- A. Grantee will provide the new Lease Agreements, the receipt of all other accounting expenses at time of move-in, the W-9 Tax information Form endorsed by the landlord/property manager, and other forms as needed by uploading to Launchpad on a weekly basis.
- B. Grantee will update Launchpad regarding activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives, including monitoring and documenting family CalWORKs eligibility with verification maintained in the case files for families’ case managed by Grantee and employment status with hiring date and employer information. Grantee should update Launchpad in a timely manner, and by no later than the 5th of the following month.
- C. Grantee will provide the CWHSP State Data report monthly through Launchpad by the 5th of the month. Grantee will provide monthly employment status in the State data report. If the 5th of the month falls on a weekend or a holiday, the due date is extended to the following business day.
- D. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VI & VII - Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will submit the annual report by the 15th of the month following the end of the program year. If the 15th of the month falls on a weekend or a holiday, the due date is extended to the following business day.

- E. Grantee will provide SOGI aggregate data in the CARBON database semi-annually by the 10th of the month following the end of the second and fourth quarters of the program year. If the 10th of the month falls on a weekend or a holiday, the due date is extended to the following business day.
- F. Grantee will provide Ad Hoc reports as required by the Department.

For assistance with reporting requirements or submission of reports, contact:

Leslie Lau at leslie.lau1@sfgov.org

Contract Manager, Office of Contract Management

- or -

Christina Chen at christina.x.chen@sfgov.org

Community Services Specialist, Welfare-to-Work Services Division

IX. Monitoring Activities

A. Program Monitoring:

Program monitoring will include a site visit, review of quarterly and annual reports, and review of case files and back-up documentation verifying progress towards meeting service and outcome objectives. The provider should bear in mind that performance will be measured in large part by program participants' success in maintaining stable housing for six months after receiving assistance.

B. Fiscal Compliance and Grant Monitoring:

Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOU's, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E	F	G
1	Appendix B-1, Page 1						
2							
3	HUMAN SERVICES AGENCY BUDGET SUMMARY						
4							
5	Catholic Charities SFHOME HSP Program for CalWorks Families			Grant Term: FY 23-25			
6	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>			If modification, Effective Date: 6/1/2023			
7	Grant Name: Family Housing Subsidy Pr	FY 22-23	MODIFICATION	FY 22-23	FY 23-24	FY 24-25	Budget
8		Year 1	Increase/	Year 1	Year 2	Year 3	Total
9		7/1/22 - 6/30/23	Decrease	Total Revised for FY22.23	7/1/23 - 6/30/24	7/1/24 - 6/30/25	7/1/22 - 6/30/2025
10	Expenditures						
11	Salaries & Benefits	\$540,970	-\$100,541	\$440,429	\$540,970	\$540,970	\$1,522,369
12	Operating Expenses	\$83,904	-\$10,239	\$73,665	\$83,904	\$83,904	\$241,473
13	Subtotal	\$624,874	-\$110,780	\$514,094	\$624,874	\$624,874	\$1,763,842
14	Indirect Percentage (%)	15%	15%	15%	15%	15%	15%
15	Indirect Costs (Line 16 X Line 15)	\$92,779	-\$16,448	\$76,331	\$92,779	\$92,779	\$261,888
16	Direct Client Pass Through	\$1,450,832	\$627,228	\$2,078,060	\$2,173,399	\$1,736,848	\$5,988,307
17	Total Expenses	\$2,168,485	\$500,000	\$2,668,485	\$2,891,052	\$2,454,501	\$8,014,038
18							
19	HSA Revenues						
20	State			\$933,970	\$1,011,868	\$859,075	\$2,804,913
21	Federal			\$1,734,515	\$1,879,184	\$1,595,425	\$5,209,125
22							
23							
24							
25							
26							
27	Total HSA Revenues	\$0	\$0	\$2,668,485	\$2,891,052	\$2,454,501	\$8,014,038
28							
29	Other Program Revenues						
30							
31							
32							
33							
34							
35	Total Other Program Revenues	\$0	\$0	\$2,668,485	\$2,891,052	\$2,454,501	\$8,014,038
36							
38	Prepared by:		Telephone No.:		Date: 5/12/2023		
39	HSA Budget Summary						

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Appendix B-1, Page 3														
2															
3															
4	Catholic Charities SFHOME HSP Program for CalWorks Families														
5	FY 23-25														
6															
7	Operating Expenses Detail														
8															
9															
10															
11															
					Year 1			Year 1		Year 2		Year 3			TOTAL
	Expenditure	TER						Total Revised for							
12	Category	M	7/1/22 - 6/30/23	MODIFICATION				FY22.23		7/1/23 - 6/30/24		7/1/22 - 6/30/2025			7/1/22 - 6/30/2025
13	Rental of Property		\$31,626	-\$288				\$31,338		\$31,626		\$31,626			\$94,590
14	Utilities(Elec, Water, Gas, Phone, Garbage)		\$12,500	-\$4,736				\$7,764		\$12,500		\$12,500			\$32,764
15	Office Supplies, Postage		\$2,500	-\$541				\$1,959		\$2,500		\$2,500			\$6,959
16	Building Maintenance Supplies and Repair		\$5,686	\$1,037				\$6,723		\$5,686		\$5,686			\$18,095
17	Printing and Reproduction		\$630	-\$288				\$342		\$630		\$630			\$1,602
18	Insurance		\$11,052	-\$654				\$10,398		\$11,052		\$11,052			\$32,502
19	Staff Training		\$1,625	-\$1,071				\$554		\$1,625		\$1,625			\$3,804
20	Staff Travel-(Local & Out of Town)		\$5,450	-\$926				\$4,524		\$5,450		\$5,450			\$15,424
21	Rental of Equipment		\$1,400	-\$1,075				\$325		\$1,400		\$1,400			\$3,125
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE														
23															
24															
25															
26															
27	OTHER														
28															
29	Direct Client Pass Through		\$1,450,832	\$627,228				\$2,078,060		\$2,173,399		\$1,736,848			\$5,988,307
30															
31	Computer Related		\$3,545	-\$30				\$3,515		\$3,545		\$3,545			\$10,605
32	Staff Related (Recruitment, fingerprints, other)		\$1,540	-\$1,240				\$300		\$1,540		\$1,540			\$3,380
33	Vehicle Expenses		\$3,600	\$1,746				\$5,346		\$3,600		\$3,600			\$12,546
34	Program Supplies		\$2,750	-\$2,173				\$577		\$2,750		\$2,750			\$6,077
35															
36	TOTAL OPERATING EXPENSE		\$1,534,736	\$616,989				\$2,151,725		\$2,257,303		\$1,820,752			\$6,229,780
37															
38	HSA Operating Expenses Detail													Date: 5/12/2023	

APPENDIX A-1 – Services to be Provided
Hamilton Families
CalWORKs Housing Locator, Housing Connector, and Housing Stabilization
July 1, 2023 – June 30, 2025

I. Purpose of Grant

To provide CalWORKs families meeting the California Department of Social Services (CDSS) definition of homelessness, with housing locator, housing connector, and housing stabilization and case management services to obtain and retain permanent housing.

II. Definitions

CalWORKs or CW	California Work Opportunity and Responsibility to Kids welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid.
CARBON	Contracts Administration, Reporting and Billing Online database
CES	Coordinated Entry System, a local or regional system for homeless families to be assessed, triaged and referred to housing and homeless services.
CWHSP	CalWORKs Housing Support Program, an integrated program of HSA staff and contracted services to place Homeless CalWORKs participants in permanent housing.
Grantee	Hamilton Families
Homeless	CDSS definition of homeless under the Housing Support Program, currently: <ol style="list-style-type: none"> 1) Lacking a fixed and regular nighttime residence; or 2) Having a primary nighttime residence that is a supervised publicly or privately operated shelter designed to provide temporary living accommodations; or 3) Residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings; or 4) In receipt of a judgment for eviction, as ordered by a court.
HSA	Human Services Agency of the City and County of San Francisco, also the Department
Launchpad	Web-based client tracking system used by HSA and all of its contracted service providers.

SOGI	Sexual Orientation and Gender Identity. A City ordinance requiring grantees to collect data concerning SOGI information on clients they serve.
SW	Human Service Agency Social Worker staff
WtW	Welfare-to-Work

III. **Target Population**

CalWORKs families, as referred by HSA staff, meeting the definition of Homelessness developed for this program by the California Department of Social Services as listed in Section II Definitions.

IV. **Description of Services**

Housing Locator Services

- A. Provide a list of units with descriptions for every housing match and placement process. Contractor will identify and establish a current list of available housing units for this program within the City and County of San Francisco and surrounding Bay Area Counties including but not limited to: Alameda, Contra Costa, Marin, Napa, San Mateo, Santa Clara, and Solano.
- B. Utilize a systematic approach to searching for suitable units, using standard real estate networking listings and publications, landlord outreach, and other methods. This should result in a portfolio of units that vary in size reflective of the CalWORKs families' needs, and that have monthly rent amounts that a family could conceivably assume without the help of a subsidy after exiting the Housing Support Program.
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- D. Maintaining a centralized, virtually accessible, listing of units with description and information on how to apply, within SF and beyond throughout the nine Bay Area surrounding counties, as appropriate, that is updated weekly and could be accessible to CalWORKs staff and assigned participants in the Housing Support Program.
- E. Provide post-placement landlord services as needed. After the housing placement and follow-up and retention service period, the Housing Services Locator is expected to become involved again with the families if there are problems with ongoing housing retention that may include arbitrating conflicts with the landlord. This service must be provided to all HSP families, regardless of whether case management is provided by SFHSA or by the contracted provider.
- F. Communicate frequently with the CalWORKs program and Housing Connector through emails, phone calls, and possibly web-based resources to disseminate information about housing resources, coordinate the matching of families to housing options, and navigate placement and retention in housing.

- G. Provide language capacity for service mirroring the needs of the CalWORKs population.

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- B. Work with Housing Locator, the CalWORKs SW, and CalWORKs families to match and place the families with available housing units, and assist families throughout the lease application and placement process. NOTE: The referral process of families from CW SW to Grantee is done via Launchpad, and office space for Grantee could be made available at the CalWORKs site to improve coordination and streamline this process.
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- D. Transport families and show available units to determine a match. Ensure that families have a way to get to unit showings without having out-of-pocket expense for transportation if Grantee does not provide transportation directly to them.
- E. In collaboration with the CalWORKs SW and CalWORKs families, perform the appropriate housing matches between units and identified families, recommend housing options/solutions, and placement that includes making housing-related service referrals that lead to lease approval.
- F. Coordinate housing search process and provide responsive and collaborative effort focusing on the intensive beginning phase to match/place CalWORKs families with housing. This includes completing the housing application and assistance on obtaining required documentation to get the lease completed, providing a unit move-in to-do list to the families, and completing the move-in checklist requirements for CalWORKs program documentation.
- G. Families will be placed in permanent housing in an average of 30 days from the start of their housing search.
- H. Negotiate leases with landlords pertaining to families to be placed in their rental properties. Note: the lease needs to be a year in length and signed prior to move-in and sent to the CWHSP on a weekly basis.
- I. Conduct and document a pre-move-in inspection report of units considered for match and placement process to ensure basic habitability, safety and cleanliness. Note: this report should include documentation and photos to identify any pending repairs to be provided to CalWORKs SW prior to the move-in date.
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- M. Serve as the direct landlord liaison and communicate with the CalWORKs SW.

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- Q. Provide Neighborhood Welcome packets including information on local community services and resources and distribute the packet to families once placed.
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Housing Stabilization and Case Management Services

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 - 3. Provide participants with an up-to-date resource list with local social services and employment services providers when families are placed to actively support linkages to needed services in the new community and facilitate connection with local employment opportunities. Make warm referrals to community-based services whenever possible.
 - 4. Actively monitor and support program participant's progress toward obtaining or maintaining employment and increasing income, where appropriate. This includes connecting all families who are ready to engage in employment or job readiness services with HSA's JobsNOW program, provided that they are housed within commuting range of San Francisco, and establishing referral relationships with employment services providers in the community of residence.
 - 5. Actively monitor and support program participant's housing retention and stability. Update the housing case management plan quarterly that includes housing goals with each family with a plan for when the subsidy ends.
 - 6. On an as needed basis, case management may entail coordinating with CWHSP and San Francisco's CES to connect HSP program participants with deeper housing needs to the broader array of housing and homeless services available, including emergency shelter and permanent supportive housing.

- B. Provide follow-up housing placement and retention services to all placed CalWORKs families until exit from the program.
- C. Connect participants with local tenancy and eviction prevention services, when appropriate.
- D. Connect with local resources, agencies and supportive services. Provide Information and Referral to permanent housing resources including but not limited to public housing and Section 8. For families who fall out of HSP housing placement, every attempt will be made to link the family to the local CES.
- E. While receiving housing case management services, the Housing Services Locator may need to be involved again with the families if there are problems with ongoing housing retention that may include arbitrating conflicts with the landlord. This applies to all HSP families, regardless of whether case management is provided by SFHSA or by the contracted provider.
- F. Administer the rental subsidy for designated program participants and follow CWHSP program guidelines that include increasing the share of his or her monthly income towards the rent for families' case managed by Grantee.
- G. Receive and maintain family CalWORKs eligibility documents from program participants on a monthly basis. Income reported to Case Manager must be verified.
- H. Verify program participants' ongoing CalWORKs eligibility monthly and notify CW SW if discontinued. Determine if program participant will continue receiving retention services under CW WtW and for how long. Per state regulations, families no longer active in CalWORKs or not receiving retention services will become ineligible for HSP.
- I. When applicable, verify CW WtW program participants' discontinuance letter in counties outside of San Francisco to determine if they are eligible for additional 12 months under San Francisco's WtW retention rules.
- J. Provide language capacity for service mirroring the needs of the CalWORKs population.

Employment Services

Grantee shall provide robust employment services that go beyond referrals to employment and training services. Services shall be provided to HSP participants residing in the designated counties, whether or not Grantee provides Housing Stability Case Management to the family. Grantee will leverage office spaces of other HSP contractors as appropriate to provide employment services to families.

- A. Create an Individual Employment Plan for each participant with specific goals and identifying the services to be provided. Align to the participant's CalWORKs Welfare-to-Work Plan if applicable, and coordinate supportive services with the Housing Stability Case Manager as needed.
- B. Provide individualized assistance for any employment/vocational barriers.
- C. Communicate with participants at least twice monthly. Communication may be done by phone, email or in person.
- D. Communicate with the Housing Stability Case manager on an ongoing basis and report participants' job placements in a timely manner.
- E. Develop relationships with employers in participants' new communities to identify job placement opportunities.

- F. Develop an in-depth knowledge of HSA's JobsNOW program and refer participants to the program for subsidized and unsubsidized job opportunities.
- G. Obtain verification of participant job placements. Verification will include a copy of a participant pay stub, a letter from the employer on business letterhead, or other method approved by HSA.

HSA Responsibilities

- A. CalWORKs SW will work closely together with Grantee staff on matching and housing placement. All program participants will have access to a full array of wrap-around services through their CalWORKs Housing SW. When an HSP program participant is re-housed outside of San Francisco, the CalWORKs SW will ensure a "warm handoff" to the CalWORKs program in the new county of residence.
- B. Provide office/desk space to Grantee staff while working at HSA site to better coordinate with CalWORKs staff.
- C. Provide Grantee with a direct linkage to JobsNOW for referral and to be abreast of program offerings.
- D. Develop a memorandum of understanding that outlines the coordination agreement and expectations on employment services for Grantee and the other HSP contractors.

V. Location and Time of Services

Grantee shall provide services at Hamilton Families offices in San Francisco, other Hamilton Families locations, and at housing sites. Grantee staff will also work at CalWORKs offices as described above. Services are to be provided five days a week, between the hours of 9:00am and 5:00pm, some evenings and weekends, and at other times when necessary to best serve the needs of families. The nature of the Housing Locator and Housing Connector work will require extensive work in the community, including the surrounding counties.

VI. Service Objectives

- A. Provide Housing Locator and Housing Connector services to all referred CalWORKs families per year. Number of referrals made each year will be based on the agreed upon number of families to be placed in housing within the program year.
- B. Subject to available funding, in Fiscal Years 2023-25, Grantee will place **30** new families in housing per year.
- C. Provide ongoing case management and direct rent subsidy payments to referred CalWORKs families. In Fiscal Year 2023-24, Grantee will serve **60** families at any given time. In Fiscal Year 2024-25, Grantee will serve **65** families at any given time.
- D. Provide employment services to **40** families annually.

VII. Outcome Objectives

- A. 95% of families will remain stably housed 3 months after being placed.
- B. 85% of families placed who receive case management services from Grantee will retain housing 9 months after housing placement.

- C. 50% of families placed who receive case management services will successfully exit the subsidy to stable housing 15 months after housing placement.
- D. 80% of families in HSP who receive case management services from Grantee that exit the program will exit to permanent housing.
- E. 85% of families exiting HSP who receive case management services from Grantee should not become homeless within a year.
- F. A minimum of 75% of participants who receive employment services will obtain unsubsidized employment and/or increase their earned income within 12 months. For the purposes of this contract, success will be defined as job placement at 25 or more hours of employment within a 40-hour pay period or as an increase of 25% or more in earned income. Participant job placement or earnings information must be submitted to HSA with verification. Verification will include a copy of a participant pay stub, a letter from the employer on business letterhead, or other method approved by HSA.
- G. A minimum of 50% of HSP families served during a survey sample period shall complete a Client Satisfaction Survey. 80% of participants participating in the Client Satisfaction Survey will rate services as “Excellent” or “Good”. Grantee should include the following standardized questions: “How would you rate the [specific services] Program overall?”, “How would you rate staff responsiveness and follow-through with issues?”, “How would you rate staff effectiveness in connecting you to services in your new county of residence?” The options should be “Excellent”, “Good”, “Fair” and “Poor”. This survey will be conducted by Grantee according to HSA guidelines.
- H. CalWORKs staff involved in HSP shall complete a Client Satisfaction Survey. 80% of CalWORKs staff taking the Client Satisfaction Survey will rate services as “Excellent” or “Good”. Grantee should use the following standardized question: “How would you rate the [specific services] Program overall?” The options should be “Excellent”, “Good”, “Fair” and “Poor”.

VIII. Reporting Requirements

- A. Grantee will provide the new Lease Agreements, the receipt of all other accounting expenses at time of move-in, the W-9 Tax information Form endorsed by the landlord/property manager, and other forms as needed by uploading to Launchpad on a weekly basis.
- B. Grantee will update Launchpad regarding activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives, including monitoring and documenting family CalWORKs eligibility with verification maintained in the case files for families’ case managed by Grantee and employment status with hiring date and employer information. Grantee should update Launchpad in a timely manner, and by no later than the 5th of the following month.
- C. Grantee will provide the CWHSP State Data report monthly through Launchpad by the 5th of the month. Grantee will provide monthly employment status in the State data report. If the 5th of the month falls on a weekend or a holiday, the due date is extended to the following business day.
- D. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VI & VII - Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will submit the annual report by the 15th of the month following the end of the

program year. If the 15th of the month falls on a weekend or a holiday, the due date is extended to the following business day.

- E. Grantee will provide SOGI aggregate data in the CARBON database semi-annually by the 10th of the month following the end of the second and fourth quarters of the program year. If the 10th of the month falls on a weekend or a holiday, the due date is extended to the following business day.
- F. Grantee will provide Ad Hoc reports as required by the Department.

For assistance with reporting requirements or submission of reports, contact:

Leslie Lau at leslie.lau1@sfgov.org

Contract Manager, Office of Contract Management

- or -

Christina Chen at christina.x.chen@sfgov.org

Community Services Specialist, Welfare-to-Work Services Division

IX. Monitoring Activities

A. Program Monitoring:

Program monitoring will include a site visit, review of quarterly and annual reports, and review of case files and back-up documentation verifying progress towards meeting service and outcome objectives. The provider should bear in mind that performance will be measured in large part by program participants' success in maintaining stable housing for six months after receiving assistance.

B. Fiscal Compliance and Grant Monitoring:

Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOU's, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E
1	Appendix B-1, Page 1				
2					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4					
5	Agency Name: Hamilton Families		Grant Term: FY 22-25		
6	Hamilton Families				07/01/22-06/30/25
7	(Check One) New Renewal X Modification				
8	If modification, Effective Date of Mod: 7/1/23 No. of Mod: 1				
9	Program Name: CalWorks HSP Program				
10		Year 1	Year 2	Year 3	Total
11	Program Term:	07/01/22-06/30/23	7/1/23-6/30/24	7/1/24-6/30/25	7/1/22-6/30/2025
12	Expenditures				
13	Salaries & Benefits	\$861,035	\$909,211	\$909,211	\$2,679,457
14	Operating Expense	\$155,650	\$145,444	\$145,444	\$446,539
15	Subtotal	\$1,016,684	\$1,054,656	\$1,054,656	\$3,125,996
16	Indirect Percentage (%)	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$152,502	\$158,197	\$158,197	\$468,896
18	Direct Client Pass Through	\$1,760,460	\$1,397,389	\$1,665,243	\$4,823,092
19	Total Expenditures	\$2,929,646	\$2,610,242	\$2,878,096	\$8,417,984
20	HSA Revenues				
21	Federal	\$1,025,376	\$913,585	\$1,007,334	\$2,946,294
22	State	\$1,904,270	\$1,696,657	\$1,870,762	\$5,471,690
23					
24					
25					
26					
27					
28	TOTAL HSA REVENUES	\$2,929,646	\$2,610,242	\$2,878,096	\$8,417,984
29	Other Revenues				
30					
31					
32					
33					
34					
35	Total Other Revenues	\$2,929,646	\$2,610,242	\$2,878,096	\$8,417,984
36	Full Time Equivalent (FTE)				
38	Prepared by: Amy Early		Telephone: (415)610-4627		
39	HSA-CO Review Signature: _____				
40	HSA #1				5/13/2023

