



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency



DATE: December 1, 2015
BOARD MEETING DATE: December 15, 2015
SPECIAL NOTICE/HEARING: N/A
VOTE REQUIRED: Majority

TO: Honorable Board of Supervisors
FROM: Iliana Rodriguez, Director, Human Services Agency
SUBJECT: Seventh amendment to the agreement with InnVision Shelter Network

RECOMMENDATION:

Adopt a resolution authorizing a seventh amendment to the agreement with InnVision Shelter Network to add funding for the continuation of the Motel Voucher program, increasing the amount by \$1,250,000 to an amount not to exceed \$7,902,866.

BACKGROUND:

The agreement with InnVision Shelter Network (IVSN) was approved by the Board of Supervisors by Resolution 070842 on June 8, 2010 to provide emergency shelter and transitional housing services for the families of San Mateo County. This agreement includes the Motel Voucher Program (MVP) for families, which provides short term emergency housing for homeless and at-risk households while they are waiting to enter a shelter or transitional housing; the Inclement Weather Program; and shelter services for the AB109 Service Connect Program.

IVSN has been engaged in providing emergency shelter and transitional housing services for families of San Mateo County since 1987. Through these programs IVSN has been engaged in recruitment and retention of participating motels by negotiating rates of payment for vouchers and providing short term motel stays with access to transitional housing to clients with special needs (special needs are those that impact the client's ability to secure housing, examples of which could include involvement with Human Services Agency (HSA), Children and Family Services, families in drug or alcohol recovery, mental health treatment, domestic violence survivors, leaving incarceration, or any other similar situation).

With increasing hotel costs and the number of homeless families who continue to require sheltering in San Mateo County, it is necessary to increase the amount of the agreement to cover services through the term of the agreement.

Earlier this year, MVP went through an extensive evaluation, the results of which are set forth below. The purpose of this evaluation was to assess whether the program is working as

intended: identify strengths and weaknesses; and make recommendations for improved performance; and cost effectiveness.

With increasing hotel costs and the number of homeless families who continue to require sheltering in San Mateo County, it is necessary to increase the amount of the agreement to cover services through the term of the agreement.

DISCUSSION:

This seventh amendment increases the amount of the agreement by \$1,250,000. With your Board's support, this amendment will enable HSA to continue operations of the motel voucher program through FY 2015-16 and provide motel stays for County residents who are homeless. The MVP provides motel stays for homeless families and also includes a component to support homeless families who are receiving CalWORKs temporary homeless assistance. This CalWORKs supplement component of MVP provides funding to bridge the gap between the CalWORKs state voucher rate of \$65 per night and the much higher prices of local hotels when families are unable to pay the difference.

This additional funding will enable the program to continue through the end of FY 2015-16, as HSA works to implement program changes based on the evaluation.

The evaluation of MVP included stakeholder and client interviews, as well as data analysis. The results of the evaluation provided recommendations to improve performance, outcomes, and cost effectiveness. Those recommendations include the following.

1. Refine targeting and prioritizing households with greatest needs.
 - The evaluation found that MVP is serving a large number of households who have not yet become homeless and have other housing options. The recommendation is to tighten eligibility criteria and standardize the assessment process to ensure that only those who are literally homeless (homeless is defined as living in a place not meant for human habitation) or within a few days of losing their housing are served.
 - HSA is in the process of reinforcing current eligibility criteria and implementing new criteria.
2. Adopt a diversion strategy for households at risk of homelessness.
 - Given that many families are entering MVP from housed situations, it would be much more cost effective to provide financial assistance to at-risk households to sustain their existing housing, rather than admit them into MVP and then a transitional shelter. The Core Service Agencies provide some diversion and prevention services already within their existing funding sources.
 - HSA is exploring ways to implement additional diversion services to support families who are housed to remain housed and to prevent entry into MVP and other shelter programs whenever possible.
3. Re-orient MVP services to focus on housing.
 - The evaluation report recommends providing enhanced services to families which includes immediate identification of housing options, allowing families to transition into housing in a shorter time frame. The enhanced services may

also include additional case management, housing locator and landlord recruitment services, and rapid re-housing services to provide time-limited rental assistance.

- HSA is currently negotiating with a potential vendor to provide housing locator and housing case management services.

In order to ensure that MVP program serves San Mateo County residents who are homeless, or at imminent risk of homelessness, HSA is also implementing a requirement that families provide documentation that they have been residents of San Mateo County for at least 90 days in order to receive motel vouchers. The new criteria is anticipated to be effective January 1, 2016.

Through implementation of these new criteria and strategies, MVP will be able to continue to provide short-term emergency housing for homeless families in the county with critical needs. Additional strategies will be implemented by partner agencies for MVP clients to focus on re-housing efforts to achieve housing stability.

The agreement and resolution have been reviewed and approved by County Counsel as to form.

The resolution contains the County's standard provisions allowing amendments of the County's fiscal obligation by a maximum of \$25,000 (in aggregate).

The agreement contributes to the Shared Vision 2025 of a Prosperous Community by providing temporary emergency housing to homeless families. It is anticipated that 67% of families receiving temporary emergency housing through MVP will exit the program into Transitional Housing.

Performance Measure(s):

Measure	FY 2013-14 Actual	FY 2014-15 Projected	FY 2015-16 Projected
Number of families housed through the Motel Voucher Program.	468	762	850
Percent of families exiting the program into Transitional Housing.	67%	67%	67%

FISCAL IMPACT:

The term of this agreement remains the same, July 1, 2010 through June 30, 2016. This amendment adds \$1,250,000 to the agreement for a total obligation of \$7,902,866. The additional obligation of \$1,250,000 will be funded with Measure-A Sales and Use tax revenues. The budgetary appropriation for this additional obligation is included in the FY 2015-16 Adopted Budget. There is no additional net county cost.