

**AMENDMENT TO AGREEMENT
BETWEEN THE HOUSING AUTHORITY OF THE COUNTY OF SAN MATEO AND
ABODE SERVICES**

THIS AMENDMENT TO THE AGREEMENT, entered into this 1st day of July 2018,
by and between the HOUSING AUTHORITY OF THE COUNTY OF SAN MATEO,
hereinafter called "HACSM," and ABODE SERVICES, hereinafter called "Contractor";

W I T N E S S E T H:

WHEREAS, the parties entered into an Agreement for housing locator services on
December 1, 2015; and

**NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO
AS FOLLOWS:**

1. Section 4 – Term and Termination – of the agreement is amended to read as follows:

Subject to compliance with all terms and conditions, the term of this Agreement shall be
extended through June 30, 2019.

This Agreement may be terminated by Contractor, the HACSM Executive Director or
his/her designee at any time without a requirement of good cause upon thirty (30) days'
written notice to the other party.

In the event of termination, all finished or unfinished documents, data, studies, maps,
photographs, reports, and materials (hereafter referred to as materials) prepared by
Contractor under this Agreement shall become the property of the HACSM and shall be
promptly delivered to HACSM. Upon termination, the Contractor may make and retain a
copy of such materials. Subject to availability of funding, Contractor shall be entitled to
receive payment for services provided prior to termination of the Agreement. Such
payment shall be that portion of the full payment which is determined by comparing the
services completed to the services required by the Agreement.

- 2. Exhibit A:** Contractor shall provide the services as stated in the attached revised version
of Exhibit A.
- 3. Exhibit B:** Contract shall provide services as stated in revised Exhibit A. Payment for
such services shall not exceed the revised budget in Exhibit B.

All other terms and conditions of the agreement dated December 1, 2015, between the Housing Authority of the County of San Mateo and Abode Services shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto, by their duly authorized representatives, have affixed their hands.

HOUSING AUTHORITY OF THE
COUNTY OF SAN MATEO

Executive Director

Date

ABODE SERVICES

Executive Director

Date

Exhibit A

Scope of Services

As a provider of housing services in the San Francisco Bay Area, Abode Services will engage in the following activities on behalf of the Housing Authority of the County of San Mateo (HACSM):

- **Housing location services in the private market:**

Upon referral from HACSM, Abode Services will assist voucher holders or Permanent Supportive Housing (PSH) clients (hereby collectively referred to as Participants or Program Participants) in their housing search and securing a unit. Abode Services will work with participants to successfully navigate the rental market and move-in process. Abode Services will not be responsible for any form of case management or program monitoring once the participants have secured a unit.

Abode staff will work closely with participants to secure an affordable unit located in San Mateo County. When participants are referred to Abode, their staff will attempt to contact (reach out to) them within five (5) days of the referral date to assess their status, including income and household size; their housing needs, including location, any health or disability-related accommodations and costs.

Based on this assessment, Abode staff will help the participants look for housing. Depending on each household's need, housing location services may include:

- working with each household to determine its "housing vision" - the household's housing-related needs and goals.
- providing the referred household with a "short" list of landlords whom Abode has engaged in renting to other rental assistance programs. This list will be customized for the participants, as it can be both counterproductive to the development of landlord relationships and insensitive to the needs of the household (which is often in crisis) to have every participant seeking housing try to contact every landlord.
- supporting each household in its housing search - for example, helping households search for units that meet their desired criteria for location, size, price, and other factors.
- helping households through the housing application process, including compiling paperwork/other steps that may be particularly difficult for households that are elderly or have a disability.
- assisting participants obtain resources to pay for costs such as application or credit check fees, if applicable, or assisting participants with resources to pay for security deposits.
- introducing households to landlords and advocating for households with particular barriers (e.g., poor credit or a criminal history) during the application and lease-up process.

- working with HACSM, as needed, to ensure that information about the housing process is communicated in a clear, timely, and collaborative way that supports the participant household.

In addition to using their knowledge of any open/vacant units among existing landlord partners, Abode staff will also help participants seek other housing resources and will support the participants in contacting the landlords. Once an apartment is secured, Abode staff may conduct a preliminary inspection, address any concerns or questions from the landlord or participants, and work with the participants to help with the move-in.

Abode will submit the Request for Tenancy Approval, signed by both the landlord and the Participant, to HACSM in a timely manner as a final Housing Quality Standards (HQS) inspection* will be scheduled and conducted by HACSM prior to start of a Housing Assistance Payments (HAP) Contract. A preliminary inspection is only to identify potential areas of concern and prepare landlords for the final unit inspection. Upon disbursement of the HAP Contract, HACSM will process any incentive bonuses the landlord may qualify.

*HACSM will conduct initial move-in inspections to ensure units are in compliance with Housing Quality Standards and rents are reasonable according to program requirements. HACSM will provide the final approval of rent for the units.

- **Landlord outreach and engagement:**

Abode Services will focus on building the base of landlords with units located in San Mateo County and landlords who accept voucher holders or other program participants from HACSM. Abode Services staff will regularly review listings for units and unit openings and contact landlords to discuss their interest in accepting program participants. When speaking with a landlord, Abode Services staff will carefully explain the structure of the rental assistance program and what the landlord can expect from Abode Services as well as from HACSM.

Comprehensive data related to landlords and units is tracked in Abode's Welcome MAT database. This cloud-based database allows their housing staff to capture data about landlords who are in the engagement process, and those already working with Abode; open or soon-to-open units; number of participants housed; and housing retention information.

Abode Services will provide the following of information to HACSM monthly:

- # of referrals received during the previous month
- # of participants housed with Abode's assistance
- # of participants still searching for housing unit
- # of participants exited without being housed
- # of landlords contacted during the previous month
- # of open or soon-to-open units

Staffing and Budget:

The amended Abode Services agreement is budgeted to support one FTE position to serve up to an average of 15 active searchers per month. The searchers are mainly participants from the Voucher-Other or MTW-SS programs. Based on time allocation, staffing may include Housing Specialists or Coordinators, whose primary responsibility is to provide housing locator services and landlord outreach/engagement, plus other administrative costs. The administrative cost shall be no more than 15% of the total budget.

Additionally, subject to funding availability, for Permanent Supportive Housing program participants only, HACSM may reimburse Abode for the security deposit paid on behalf of the program participant, up to one month's contract rent, or rental fees such as application, credit or criminal background check fee, as required by the property owner's rental policy. Security deposit shall be a one-time assistance per participant. Such reimbursement is excluded from the above aforementioned budget. Costs related to PSH participants will be supported by PSH grant funds.

The Housing Specialists will find potential landlords through websites related to local unit openings; referrals from nearby landlords with whom Abode already works; local renters' associations and working groups; permanent housing facilities; and property management companies serving the area. The Housing Specialists will track all contacts with potential landlords, as well as landlords who have agreed to work with HACSM clients.

HACSM will meet with Abode staff no less than monthly to track the progress of the overall housing location services for program participants and monitor any issues or concerns that may arise from either Abode Services or HACSM.

HACSM will work closely with Abode to monitor the referral and reporting process to prioritize the most vulnerable households (including those with vouchers closest to expiration); provide effective services to help households secure housing; and offer ongoing feedback to HACSM (e.g., on participant needs, approaches to landlords that are particularly successful, and other lessons learned throughout the process).

Customer Service:

The services provided by Abode, in addition to meeting HACSM's desire to make its rental assistance programs more effective in linking program participants with vacant units, will meet the needs of three key stakeholders in San Mateo County:

- **Program participants**, including households who are elderly and/or living with a disability, or who are at risk of voucher expiration or homeless individuals and families, including PSH clients. The combination of landlord engagement and one-on-one housing search support helps participants find housing more quickly and sustain it more effectively over time. By developing and implementing not only a list of participating landlords, but a program of landlord outreach and engagement, Abode will help create relationships that will open up the housing market for other

participants for years to come.

- **Landlords and property owners** who participate in renting to program participants. Landlords face their highest costs - in money and time - due to unit turnover, evictions, and vacancies. Abode's housing location services and landlord engagement will help landlords mitigate these factors. Abode Housing Specialists will work with landlords to fill units quickly; establish a positive relationship between tenants and landlords that reduce the risk of tenant issues and evictions; and explain clearly the expectations related to the rental subsidy payments.
- **Members of the public.** Even to members of the San Mateo County community who are not directly involved in this program as participants or landlords will benefit indirectly. When households are unable to secure affordable housing, they are forced to rely on expensive public services, including hospital emergency rooms and shelters. These services are costly and provide little to no long-term help, perpetuating the cycle of homelessness and crisis. When these households are stably housed, however, their need for such services drops considerably, saving public resources that can then be used for other services.

San Mateo County- Housing Authority - 2018-2019 PROJECTED BUDGET -

Class	Description	Salary	Benefits	FTE	Costs Anually
Salaries and Wages	Program Manager	68,000.00	17,000.00	0.20	\$17,000
Salaries and Wages	Enrollment/ Data Specialist	49,000.00	12,250.00	0.20	\$12,250
Salaries and Wages	Housing Specialist	53,560.00	13,390.00	1.00	\$66,950
Salaries and Wages	Finance and Budget Specialist	75,000.00	18,750.00	0.10	\$9,375
Salaries and Wages SubTotals:		245,560.00	61,390.00	1.50	\$105,575

		Cost/ Unit	NA	# of units	Cost Annually
Direct Client Support	Client Housing - Initial Security Deposits	2,300.00		36.00	TBD
Direct Client Support	Client Housing - Relocation Security Deposits	2,300.00		10.00	TBD
Direct Client Support	ClientHousing - Other (fast funds- credit checks, application fees, utilities issues)	2,000.00			TDB
Direct Client Support SubTotals:		0.00	0.00	0.00	\$0

Program Operations	Telephone	1,000.00		1.00	\$1,000
Program Operations	Travel/mileage	3,600.00		1.00	\$3,600
Program Operations	Marketing Materials	300.00		1.00	\$300
Program Operations	Printing	500.00		1.00	\$500
Program Operations	Postage	300.00		1.00	\$300
Program Operations	Recrutiment	400.00		1.00	\$400
Program Operations	Training	500.00		1.00	\$500

Program Operations	Office Supplies	700.00	1.00	\$700
Program Operations	Computers/ IT	1,000.00	1.00	\$1,000
Program Operations SubTotals:		0.00	0.00	\$8,300
Admin- Staffing/ Operations @15%				\$17,081
Total Program Budget:				\$130,956