



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN SERVICES AGENCY

File #: 23-121

Board Meeting Date: 2/28/2023

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Ken Cole, Director, Human Services Agency

Subject: **Measure K:** Amendment to the Agreement with LifeMoves to Provide Dispatching and Coordination of Rapid Response Homeless Outreach Requests

RECOMMENDATION:

Measure K: Adopt a resolution authorizing the Human Services Agency Director, or designee, to execute an amendment to the agreement with LifeMoves to add \$225,000 in funds, for a new total obligation not to exceed \$1,824,250, to fund a rapid response outreach dispatcher.

BACKGROUND:

In close collaboration with community partners and other San Mateo County organizations, the Human Services Agency (HSA) coordinates homeless outreach program services to engage and stabilize homeless individuals / households living outside and unsheltered through consistent outreach to provide services, build rapport, and connect individuals to shelters and permanent housing.

On June 28, 2022, by Resolution No. 079002, this Board entered into an agreement with LifeMoves to provide County-wide street-based outreach and other services with the goal of assisting San Mateo County residents who are unsheltered and experiencing homelessness for the term of July 1, 2022 through June 30, 2024, for a total obligation amount not to exceed \$1,119,250.

On December 20, 2022, by Resolution No. 079386, this Board amended its agreement with LifeMoves to add \$480,000 in funds for additional staff capacity to provide after-hours and weekend outreach and engagement services outside of regular business hours, for a revised total obligation of \$1,599,250.

DISCUSSION:

The parties now wish to amend the agreement to add one additional outreach case manager who will be responsible for fielding, coordinating, and dispatching rapid response outreach requests called in by community service providers and first responders.

This position will answer calls on a rapid response line during business hours and coordinate to ensure a response occurs within 24 hours, dispatching rapid response requests to the appropriate regional case managers. In addition, this role will coordinate the timely and accurate collection of rapid response outreach data for reporting purposes.

The amendment to the agreement and resolution have been reviewed and approved by the County Attorney as to form.

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

PERFORMANCE MEASURE:

	Target each Fiscal Year	
	Regular Outreach	Afterhours Outreach
Number of unduplicated clients who move into shelter	90	36
Percentage of rapid response inquiries responded to within 24 hours of the inquiry being made	85%	85%

FISCAL IMPACT:

The term of the agreement is July 1, 2022, through June 30, 2024. The amount of the agreement is increased by \$225,000 for a new total obligation amount not to exceed \$1,824,250. Funding for this agreement is provided through the state Homeless Housing, Assistance and Prevention (HHAP) Grant Program, NCC, and Measure K. Budgetary appropriation for this agreement is included in the FY 2022-23 Recommended Budget and will be included in the FY 2023-24 Budget.