



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 23-1015

Board Meeting Date: 12/12/2023

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Claire Cunningham, 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 an amendment to the agreement with LifeMoves to add \$152,427 for a new total obligation not to exceed \$1,949,713 to fund two full-time employees (FTEs) to provide case management and outreach and engagement services to unsheltered households in South San Francisco, San Bruno, Millbrae, Hillsborough, Airport, and Parks in northern San Mateo County.

### **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 unsheltered households to provide services, build rapport, and connect individuals to shelters, permanent housing, and other needed services.

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 the term of July 1, 2022 through June 30, 2024, for a total obligation amount not to exceed \$1,599,250.

On May 23, 2023 by Resolution No. 079472, this Board amended its agreement with LifeMoves to add \$198,036 in funds, for a new total obligation not to exceed \$1,797,286 to fund an outreach dispatcher responsible for fielding, coordinating, and dispatching rapid response outreach requests called in by community service providers and first responders for the term of July 1, 2022 through

June 30, 2024.

**DISCUSSION:**

The parties now wish to amend the agreement to add one FTE outreach case manager and one FTE outreach program manager/supervisor beginning November 1, 2023 through the term of this contract, June 30, 2024, to provide services targeted specifically to unsheltered (living outdoors, in vehicles, or other places not meant for human habitation) homeless individuals, households, or unaccompanied youth, who are residents of northern San Mateo County (South San Francisco, San Bruno, Millbrae, Hillsborough, Airport, and Parks) and are disconnected from mainstream services, homeless services, and other support systems.

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

The resolution has been reviewed and approved by County Attorney as to from.

**PERFORMANCE MEASURE:**

Performance Measure	Target for each Fiscal Year		
	Regular Outreach	Afterhour Outreach	North County Outreach
Number of unduplicated clients who move into shelter	90	36	27
Percentage of rapid response inquiries responded to within 24 hours of the inquiry being made	85%	85%	90%

**FISCAL IMPACT:**

The term of the agreement is July 1, 2022, through June 30, 2024. The amount of the agreement is now increased by \$152,427 for a new total obligation amount not to exceed \$1,949,713. 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 amendment is included in the FY 2023-24 Adopted Budget.