



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN SERVICES AGENCY

File #: 18-452

Board Meeting Date: 6/5/2018

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Nicole Pollack, Director, Human Services Agency

Subject: **Measure K:** Amendment to the agreement with LifeMoves for Homeless Outreach Team Services

RECOMMENDATION:

Measure K: Adopt a resolution authorizing an amendment to the agreement with LifeMoves to provide Homeless Outreach Team services, increasing the amount by \$1,424,000 to an amount not to exceed \$2,136,000 and extending the Agreement by two years, for a new term of July 1, 2017 through June 30, 2020.

BACKGROUND:

The Human Services Agency ("HSA") conducted a Request for Proposals ("RFP") on December 28, 2016 for homeless and community health outreach services, and LifeMoves was selected. On June 27, 2017, by resolution number 075298, the County entered into an agreement with LifeMoves to provide Homeless Outreach Team ("HOT") services for the amount of \$712,000, and a term of July 1, 2017 through June 30, 2018. HOT provides street-based outreach, engagement, and case management to San Mateo County's unsheltered homeless population with a focus on those that are chronically homeless. HOT services also includes a rapid response outreach component to inquiries from local municipalities, service providers, and community members.

DISCUSSION:

This amendment extends the agreement term by two years and adds additional funds to allow LifeMoves to continue to administer the HOT program. HOT will continue to identify and engage highly vulnerable homeless individuals who face barriers in obtaining and maintaining housing. In addition, HOT will continue providing housing-focused case management to develop individualized housing plans. This will include helping clients apply for, or access, housing vouchers, shared housing, affordable housing, housing with family or friends, senior housing, or other housing resources as well as emergency or transitional shelter.

The amendment to 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 obligations by a maximum of \$25,000 (in aggregate).

This agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing assistance to unsheltered homeless individuals and families by connecting them to services to address their housing and health needs. The homeless outreach staff work with San Mateo County’s unsheltered population by connecting them to community services such as the Core Service Agencies, Street Medicine, Behavioral Health and Recovery Services (“BHRS”), or other benefits and homeless services for which they may be eligible. Additionally, difficult cases (those most difficult to house) are discussed at the monthly community Multi-Disciplinary Team (“MDT”) meetings with community partners where case conferencing happens around a housing plan for these clients. It is anticipated that 200 unduplicated clients will receive housing focused case management each fiscal year. Of those receiving case management, 40 clients (20%) will move into Emergency Shelter, Transitional Housing, or other temporary destination for Fiscal Year 2017-18. This target will increase to 80 clients (40%) in FY 2018-19, and 90 clients (45%) in FY 2019-20. Furthermore, HOT will respond to requests for homeless outreach through their Rapid Response service component within 24 hours at a success rate of 85% in FY 2017-18. This rate is projected to increase to 87% in FY 2018-19 and 90% in FY 2019-20.

PERFORMANCE MEASURE:

Measure	FY 2017-18 Anticipated	FY 2018-19 Projected	FY 2019-20 Projected
Number of unduplicated clients served through case management	200	200	200
Percentage of unduplicated clients served through case management that will move into Emergency Shelter, Transitional Housing, or other temporary destination (i.e. family/friends)	40 (20%)	80 (40%)	90 (45%)
Percentage of Rapid Response requests that are responded to within 24 hours (response can be considered contact made with client or attempted in person)	85%	87%	90%

FISCAL IMPACT:

The term of the amended agreement is July 1, 2017 through June 30, 2020. The amount of the agreement is increased by \$1,424,000 for a total obligation not to exceed \$2,136,000. Of the increase, it is anticipated that \$401,496 will be funded by the Whole Person Care (“WPC”) Memorandum of Understanding (“MOU”) with the Health System, \$395,000 through City Contributions to the HOT program, and \$627,504 is Net County Cost, of which \$454,366 is **Measure K** Sales and Use tax. Budgetary appropriation for this agreement is included in the FY 2017-18 Adopted Budget and will be included in the FY 2018-19 and FY 2019-20 Recommended Budgets.