



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 20-429

Board Meeting Date: 6/23/2020

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

**To:** Honorable Board of Supervisors  
**From:** Ken Cole, Director, Human Services Agency  
**Subject:** Agreement with Abode Services for Housing Locator and Case Management Services

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Abode Services to provide Housing Locator and Case Management Services for the term of July 1, 2020 through June 30, 2023, in an amount not to exceed \$3,563,088.

**BACKGROUND:**

As part of the County's strategic plan on homelessness, the Human Services Agency (HSA) and community partners provide a spectrum of services to support people experiencing homelessness and help them move back into permanent housing. One of these services is housing locator services. In the local housing market, housing locator services help voucher holders be able to locate and move into housing, and these services also help San Mateo County maximize utilization of housing vouchers designated for people experiencing homelessness, such as Permanent Supportive Housing vouchers. The County of San Mateo Housing Authority also contracts with Abode Services for housing locator services for services for additional clients served by voucher programs.

Since 2016, Abode Services has been implementing best practices in housing location services in San Mateo County to serve its homeless clients by outreaching to and engaging with landlords and by providing intensive services to each client. Over a period of 4 years, Abode has assisted over 280 households in obtaining housing under the HSA and Housing Authority contracts. Clients' housing retention has consistently exceeded targets, with 89% of households remaining housed for at least 6 months last fiscal year.

HSA released a Request for Proposals (RFP) on June 19, 2019 to identify a provider for Housing Locator and Case Management services (HLCM) beginning in July 2020. Abode Services was selected to continue to be the provider for HLCM services based on its capacity to operate large HLCM programs and a strong history of providing HLCM services with documented successful outcomes.

**DISCUSSION:**

The agreement with Abode Services will provide Housing Locator and Case Management (HLCM) services for people experiencing homelessness who have a housing voucher, to assist them with identifying and moving into permanent housing as quickly as possible. The target population includes people who may be unsheltered, disabled, and may have a history of evictions, and other circumstances that create challenges in locating housing. Households served by HLCM are those prioritized by the Coordinated Entry System to receive a housing subsidy based on high vulnerability and significant barriers to housing.

Housing locator staff outreach to landlords and provide intense assistance to clients in locating housing, completing housing applications and navigating the housing application process. The program will provide security deposits and other move-in financial assistance needed to stabilize individuals and families in permanent housing.

For clients who need support services in order to help them be successful in the housing search process and to stabilize into housing once they move in, HLCM provides case management services to ensure ongoing housing stability.

The agreement and resolution have been reviewed and approved by County Counsel as to form. The resolution contains the County's standard provision allowing amendments of the County's fiscal obligation by a maximum of \$25,000 (in aggregate).

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>Target</b>
Number of households who move into housing each fiscal year with the support of housing location services	70
Clients served who are still housed 6 months after moving into housing	75%

**FISCAL IMPACT:**

The term of this agreement is July 1, 2020 through June 30, 2023. The fiscal obligation under this agreement is \$3,563,088. This agreement is 100% Net County Cost funded through **Measure K** Sales and Use tax revenue appropriated for Homeless Services. Budgetary appropriation for this agreement is included in the FY 2020-21 Approved Recommended Budget and will be included in the FY 2021-22 Budget.