



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN SERVICES AGENCY

File #: 22-514

Board Meeting Date: 6/28/2022

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Ken Cole, Director, Human Services Agency
Subject: Agreement with WeHOPE to provide Homeless Outreach Services

RECOMMENDATION:

Adopt a resolution authorizing an agreement with WeHOPE to provide homeless outreach services for the term of July 1, 2022 through June 30, 2024 for an amount not to exceed \$480,000.

BACKGROUND:

In close collaboration with many County and community partners, the Human Services Agency (HSA) coordinates homeless services throughout the County of San Mateo, including homeless outreach services which serve unsheltered individuals and help them connect with shelter, housing and other services. With the goal of identifying, contacting, and engaging as many unsheltered individuals who are disconnected from the homeless and mainstream services system as feasible, outreach activities work to build relationships with clients and serve as a key step toward permanent housing.

On February 4, 2022, HSA issued a Request for Proposals (RFP) to identify providers of homeless outreach program services throughout San Mateo County, and WeHOPE was selected to as the southern region provider based on their experience, qualifications, and overall approach as outlined in the evaluation criteria of the RFP.

DISCUSSION:

HSA is proposing the County enter into a two-year agreement with WeHOPE to provide street-based homeless outreach services to San Mateo County unsheltered residents, for a term of July 1, 2022 to June 30, 2024, for a total obligation amount not to exceed \$480,000. This funding will support two full-time homeless outreach case managers. Under this agreement, WeHOPE will identify individuals living on the streets, assess their housing and service needs, and facilitate connection to shelter and other supportive services. WeHOPE will also serve as an entry point into San Mateo County's coordinated entry system (CES) for unsheltered persons and work to locate, engage, stabilize and house chronically homeless individuals and families. WeHOPE will focus services in the areas that have the highest number of unsheltered persons in East Palo Alto, Redwood City, and North Fair Oaks. Homeless outreach services also include a Rapid Response outreach component for inquiries

from local municipalities, service providers, and community members. It is estimated that this agreement will serve 50 unsheltered households a year. 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 amendment of the County's fiscal obligations by a maximum of \$25,000 (in the aggregate).

It is anticipated for each fiscal year of this agreement that 27 unduplicated clients will move into shelter and that 85% of Rapid Response requests will be responded to within 24 hours (response can be considered contact made with client or attempted in person).

PERFORMANCE MEASURE:

Measure	FY 2022-23 Target	FY 2023-24 Target
Number of unduplicated clients who will move into shelter	27	27
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%	85%

FISCAL IMPACT:

The term of this agreement is July 1, 2022 to June 30, 2024 for a total obligation amount not to exceed \$480,000. Funding for this agreement is provided through the state Homeless Housing, Assistance and Prevention (HHAP) Grant Program (Round 1). Budgetary appropriation for this agreement is included in the FY 2022-23 Recommended Budget and will be include in the FY 2023-24 budget. There is no Net County Cost associated with this agreement.