



# County of San Mateo

## Inter-Departmental Correspondence

---

**Department:** HUMAN SERVICES AGENCY

**File #:** 23-499

Board Meeting Date: 6/13/2023

---

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

**To:** Honorable Board of Supervisors

**From:** Ken Cole, Director, Human Services Agency

**Subject:** **Measure K:** Amendment to Agreement with Abode Services for Housing Locator and Case Management Services

### **RECOMMENDATION:**

**Measure K:** Adopt a resolution authorizing an amendment to the agreement with Abode Services to continue providing Housing Locator and Case Management Services for people experiencing homelessness in San Mateo County by adding \$837,994 in funds for a revised total obligation of \$4,401,082 and extending the term through June 30, 2024.

### **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 such service is housing locator services. In the local housing market, housing locator services help voucher holders locate and move into housing. These services help San Mateo County maximize utilization of housing vouchers such as permanent supportive housing vouchers designated for people experiencing homelessness.

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

On June 23, 2020 by Resolution No. 077509, this Board authorized the County of San Mateo to execute an agreement with Abode Services for HLCM services in the amount of \$3,563,088 for the term of July 1, 2020 through June 30, 2023.

### **DISCUSSION:**

Since 2016, Abode Services has been implementing best practices in housing location services in San Mateo County to serve their homeless clients by engaging with landlords and by providing

intensive services to each client. Over a period of over 6 years, Abode has assisted over 610 households in obtaining housing under the HSA and Housing Authority contracts.

HSA is requesting an amendment to add \$837,994 in funds and to extend the term of the current agreement one year through June 30, 2024.

This amendment to the agreement would allow Abode Services to continue providing HLCM services for people experiencing homelessness with housing vouchers and 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 Attorney 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>FY 2022-23 Target</b>	<b>FY 2023-24 Target</b>
Number of households who move into housing each fiscal year with the support of housing location services	70	70
Clients served who are still housed 6 months after moving into housing	75%	95%
Clients served who are still housed 12 months after moving into housing	70%	75%

**FISCAL IMPACT:**

The term of the amended agreement is July 1, 2020, through June 30, 2024. The fiscal obligation under this agreement is \$4,401,082. This agreement is 100% funded through Measure K sales and use tax revenue appropriated for Homeless Services.