

ACCESS TO OPPORTUNITY

HOUSING PLACE-BASED SERVICES

Strategy Description

This strategy supports a similar variety of skill building and service connection resources as listed under the Community-Based Services strategy (see page 91). However, these activities are delivered on-site to residents of HOPE SF, RAD, HOPE 6 and SRO housing developments.

Grant funding available through this strategy will support one or more (or any combination) of the following eligible activities:

- Life skills workshops, training and/or classes;
- Academic skills training that leads to high school diploma attainment, GED and/or enrollment in post-secondary programs;
- English as a Second Language (ESL) classes, which lead to further advancement opportunities in English proficiency through linkages to City College ESL programs;
- Workplace skills training that removes basic barriers to employment and leads to further training opportunities through OEWD sector-specific job training programs, or to other City and non-City job training programs;
- Enhanced information and referral services;
- Service connection;
- Short-term case management;
- Case coordination;
- Community events; and
- Targeted outreach.

A more detailed description of each of these eligible activities is available on the following pages. Grant funding can support staffing costs, facility or venue costs, materials and supplies, consultant fees, and any other costs associated with these eligible activities. We encourage collaborative proposals, and for applicants to include as part of their proposal Memorandums of Understanding (MOUs) or similar agreements with property management, on-site service providers, and/or other partners in support of the integration of this proposed work into a site-based plan.

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Strategy Description (continued)

Life Skills Workshops, Training and/or Classes

Client receives individual (including mentorships), group or online training in communication, time management, problem solving, planning, leadership development, digital literacy, and other life skills needed to effectively navigate community, educational and/or workplace environments and challenges.

Academic Skills Workshops, Training and/or Classes

Client receives individual (including tutoring), group or online training, workshops or assistance with academic subject matter that leads to high school diploma attainment, GED and/or enrollment in post-secondary programs.

English as a Second Language (ESL) Workshops, Training and/or Classes

Client participates in ESL training that has a written and standardized curriculum. This can be individual (including tutoring), group, workshop and/or online training. Applicants must show linkages to City College's ESL program, and demonstrate the need for basic ESL training to be provided by the grantee rather than directly through City College programs. This activity is designed to prepare participants for entry into City College's ESL program. Appropriate services include basic ESL and VESL courses, field trips to the City College campus, introductions to City College professors and staff to ensure comfort, and assistance navigating City College course enrollment.

Workplace Skills Workshops, Training and/or Classes

Workplace skills training that removes basic barriers to employment and leads to further training opportunities through OEWD sector-specific job training programs, or to other City and non-City job training programs. MOHCD will not fund projects that provide job training or placement, but rather ones that remove barriers and prepare clients for enrollment and success in formal job training programs.

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Strategy Description (continued)

Enhanced Information and Referral Services

Client receives assistance to support them with navigating a range of options to make the most informed service decisions, and is connected to an appropriate referral service that allows them to care for themselves, or work to overcome setbacks. Enhanced information and referral is provided in response to a specific client request. Enhanced information and referral services include information giving/sharing, appropriate service referral, and advocacy. In addition, these services ensure that the client is aware of the opportunities available to them, and establishes adequate follow-up procedures (within two weeks of referral) with the goal of ensuring that the client successfully connects to the service(s) needed.

Service Connection

Service connection involves assessing needs and providing resources or referrals to clients on an “as needed” basis. Service connectors assess clients’ immediate goal(s) and provide different types of resources or referrals to an individual or family depending on their in-the-moment needs. Service connection may also include community engagement activities, such as community outreach and enhanced information and referral. Unlike case management, service connection does not focus on assessing or addressing the recurrent or root issues of challenges clients may experience.

Short-Term Case Management

This is not intended to be intensive or clinical case management, but rather shorter-term case management which results in an attainable, goal-oriented Individual (or Family) Service Plan. It includes a client intake process to assess needs, individual or family services planning, regular meetings and follow up with the client, and enhanced information and referral to and/or placement in services. The project meets clients where they are based on the origin of need. It helps clients take small achievable steps based on the client’s capability to fulfill their needs and build their skills towards

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Strategy Description (continued)

achieving self-sufficiency.

Staff track progress toward service plan goals through follow up and make plan adjustments as needed. They assist clients with meeting the goals outlined in the service plan by providing information and referral to other services as appropriate. Clients who require long-term or intensive case management services can be referred out to another service provider that specializes in more intensive case management.

Case Coordination

Case coordination allows staff to coordinate and support a client who has multiple service providers with the implementation of the different Individual Service Plans. Case coordination prevents duplication and excessive demands on the client, and streamlines the coordination of the different resources. Staff convene case consultation meetings or phone conferences with service providers to develop a case coordination plan, which is shared with the client as a roadmap for how to effectively meet their service goals.

Community Events

Community events are developed and organized to support residents' needs, to embrace cultural diversity, and to celebrate life. Through participation in these events, residents strengthen their community and embrace the importance of engagement and leadership.

Targeted Outreach

Targeted outreach increases awareness and encourages residents and families within the housing developments to participate in the on-site activities that focus on housing stability, economic mobility and job readiness, education, health outcomes, and safety.

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Key Metrics

Here are some suggested outcomes to include in your proposal:

Outcome Metric
of residents successfully connected to appropriate services through enhanced information and referral
of residents whose short-term goals are successfully addressed through service connection
of residents who develop an Individual Service Plan (ISP) through case management
of residents who complete at least 50% of their ISP goals through case management
of residents who engage in coordinated services among multiple providers through case coordination
of residents who develop specific life skills, including resident peer leadership, as identified through assessment
of residents who develop specific academic skills, as identified through assessment
of residents who obtain high school diploma or GED, or enroll in post-secondary program
of residents who achieve significant progress in ESL development
of residents who enroll in a City College ESL program
of residents who remove one or more barriers to job training and/or employment
of residents who enroll in a OEWD sector-specific job training program
of residents who attend community building activities

Feel free to expand on these, or offer other measures of success in your proposal.

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Applicant Qualifications

- Applicants must be nonprofit organizations whose purpose or mission is to provide services to vulnerable populations in San Francisco.
- Applicants must have the ability to provide culturally competent and humble services in appropriate languages for the communities being served, and history of effectively serving those communities.
- Applicants must demonstrate experience working in SROs, public or subsidized housing developments.

