

City and County of San Francisco



(June 29, 2012)

ADDENDUM TO

2012-2013

Action Plan

Program Year: July 1, 2012 – June 30, 2013

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The following is an addendum to San Francisco's 2012-2013 Action Plan that was submitted to HUD on May 15, 2012. The following information is intended to be inserted under the corresponding sections of the 2012-2013 Action Plan.

III. PERFORMANCE MEASURES

C. 2012-2013 ESG Performance Indicators

ESG Program Category/Sub-category	Performance Indicator	2012-2013 Goal
Rapid Re-Housing - Rental Assistance	# of homeless persons/households receiving rental assistance and moving into permanent housing	64
Rapid Re-Housing - Housing Relocation and Stabilization Services	# of homeless persons/households receiving housing placement services	122
Homeless Prevention - Rental Assistance	# of persons/households avoiding eviction through rental assistance	64
Homeless Prevention - Housing Relocation and Stabilization Services	# of persons/households receiving eviction prevention services	647
	# of persons/households avoiding eviction through eviction prevention services	356
Emergency Shelter -Shelter Operations	# of person/households receiving shelter	910
Emergency Shelter -Essential Services	# of persons/households receiving services in a shelter	910
	# of person/households transitioning from shelter to more stable housing	216

II. RESOURCES AVAILABLE AND PROPOSED USES IN 2012-2013

B. Emergency Solutions Grant (ESG) Funds

Written Standards for Providing ESG Assistance

Standards for determining how long a particular program participant will be provided with rental assistance and whether and how the amount of that assistance will be adjusted over time

Program participants receiving rapid re-housing assistance must be re-evaluated at least once every year and program participants receiving homelessness prevention assistance must be re-evaluated at least once every 3 months. No program participant may receive more than 24 months of assistance in a three-year period.

For emergency shelter activities: policies and procedures for admission, diversion, referral and discharge by emergency shelters assisted under ESG, including standards regarding length of stay, if any, and safeguards to meet the safety and shelter needs of special populations and persons with the highest barriers to housing

The adult emergency shelter system has a number of components for admission, deferral, referral and discharge. All City-funded shelters for single adults are accessed through Human Services Agency (HSA) resource centers where reservations are made for vacant sleeping units anywhere in the adult shelter system. Resource centers also provide services that may include shower facilities, lockers, a message center, mental health services, medical care, substance abuse services and referrals.

Families seeking shelter access a centralized intake program known as Connecting Point. Connecting Point is a centralized intake system for homeless families seeking emergency shelter. Services can be initially accessed by phone. This organization provides emergency food, clothing, transportation, housing counseling and crisis intervention counseling while families await placement in full-service shelters. Connecting Point maintains a fair and

equitable waiting list and provides information and referral to services throughout the Bay Area. Family shelters are case-managed, provide a wide range of services to help families stabilize, and assist in transitioning families to more permanent housing.

Those clients on County Adult Assistance Programs (CAAP) benefits who are in the shelter, are offered housing under the voter-approved Care Not Cash Program as vacancies become available. The City recently created a new program coordinated with the Veterans Administration (VA) to identify shelter users with military history. Once identified, coordination with the VA allows for a determination of eligibility for VA benefits that can include housing vouchers and unclaimed benefits. In addition, the San Francisco Homeless Outreach Team (SF HOT) works with homeless clients on the streets and outside of existing homeless services. These case managers will utilize shelter beds and private single room occupancy units as treatment placements while working to stabilize and address immediate needs and move the clients toward permanent housing. For homeless families in the shelter system, the City provides funding for three housing specialists at two designated agencies whose specific job is to help families on the wait list for shelter find other housing opportunities to make a three-to-six month shelter stay unnecessary.

The City's safeguards for special populations in shelter are stated in a City ordinance, Standards of Care for City Shelters and Powers and Duties of Shelter Monitoring Committee, enacted in 2008 and amended in 2010. The ordinance requires all contracts between the City and shelter operators to include 32 provisions that set forth shelter standards. The standards include:

- Treat all clients equally with respect and dignity, including in the application of shelter policies and the grievance process;
- Provide shelter services in an environment that is safe and free of physical violence by ensuring that safety protocols are in place that include training to shelter staff regarding de-escalation techniques;
- Provide shelter services in compliance with the Americans with Disabilities Act (ADA);
- Provide all printed materials produced by the City and shelters in English and Spanish and other languages upon request and ensure that all written communications are provided to clients with sensory disabilities in alternate formats such as large print, Braille, etc. upon request;
- Communicate with each client in the client's primary language or provide professional translation services, including but not limited to American Sign Language;
- Ensure that each shelter has an emergency disaster plan that requires drills on a monthly basis and that, in consultation with the Mayor's Office on Disability, includes specific evacuation devices and procedures for people with disabilities; and,
- Ensure that all clients receive appropriate and ADA-compliant transportation services, to attend medical appointments, permanent housing appointments, substance abuse treatment, job-search appointments and job interviews, mental health services, and shelter services.

Further, all shelter staff are required to take annual trainings on relevant topics including safe and appropriate interactions with shelter clients; and cultural humility, including sensitivity training regarding homelessness, the lesbian, bisexual, gay and transgender communities, people with visible and invisible disabilities, youth, women, and trauma victims. These requirements are also embedded in the City's 5-Year Strategic Homeless Plan, which mandates that the City provide specialized shelters or set-aside sections in general population shelters to accommodate the need for:

- People in crisis needing an unstructured, low-threshold shelter with minimal requirements for residents, consistent with maintaining standards for client safety and hygiene;
- Respite beds;
- Elderly;
- Victims of domestic violence;
- Immigrants; and
- Teen-aged youth.

In addition, the San Francisco Plan to Abolish Chronic Homelessness outlines a long term plan to create permanent supportive homeless for the chronically homeless. The plan was created by a committee formed by the City in 2004

with representatives from the public, private and nonprofit worlds. The plan provides policy and procedure recommendations on how to provide shelter and housing services for special populations.

For essential services related to emergency shelter: policies and procedures for assessing, prioritizing, and reassessing individuals' and families' needs for essential services related to emergency shelter

Assessment, support and prioritizing needs in the adult emergency shelter system come through two sources of information and referral/case management. First, the City embeds information and referral specialists/case managers within the shelter staff. These individuals help clients with all types of referrals depending upon the individual's needs. They also act as access points for housing opportunities that the City's Human Services Agency has within the various supportive housing programs - Housing First, Shelter Plus Care and the Local Operating Subsidy Program (LOSP) sites.

Additionally, the Department of Public Health funds the SF START Team (SF Shelters Treatment Access and Resource Team). START supports community-based nonprofit organizations to provide case management, substance abuse counseling, and mental health counseling to individuals and families in the shelter system, providing wraparound support for behavioral health issues. The START program reaches out to all the shelter beds at San Francisco's eight shelter sites and serves homeless male, female, and transgender adults, 18 years and older, who present with moderate to severe behavioral health issues including psychiatric, substance abuse and co-occurring medical conditions the shelter system.

Process for Making Sub-awards

In San Francisco, MOH is the lead agency responsible for allocating four federal funding sources, Community Development Block Grant, Emergency Solutions Grant (ESG), HOME Investment Partnership and Housing Opportunities for Persons With AIDS funds for community development and housing activities. All of San Francisco's ESG-funded services are provided by private non-profit organizations. The process for making ESG funding allocations to non-profit organizations is outlined below:

- In partnership with the Citizen's Committee on Community Development (CCCD), MOH and the Office of Economic and Workforce Development (OEWD) conduct multiple public hearings to solicit citizen input on community needs for allocating funds from four federal sources, including ESG;
- MOH and OEWD issue Requests for Proposals and hold technical assistance workshops for interested non-profit organizations to provide information on the application and the review process;
- MOH and OEWD staff review all of the applications that are submitted by non-profit organizations and make funding recommendations to the CCCD;
- CCCD makes funding recommendations to the Mayor for specific projects that will be implemented by non-profit organizations;
- In partnership with the CCCD, MOH and OEWD conduct a public hearing to solicit input on the preliminary recommendations;
- Funding recommendations for specific projects that will be implemented by non-profit organizations go through the San Francisco Board of Supervisors review process;
- The Board of Supervisors and the Mayor approve the funding recommendations; and
- MOH submits annual Action Plan application for HUD consideration.

Centralized or Coordinated Assessment System

As described above under the Written Standards for Emergency Shelter Activities section, all City-funded shelters for single adults are accessed through HSA resource centers, and Connecting Point is a centralized intake system for homeless families seeking emergency shelter.

Also, as described under the Written Standards for Essential Services Related to Emergency Shelter section, the City's embedded information and referral specialists/case managers act as the coordinating entities within the City's shelter system. The City also centralized the behavior health services within the SF START structure so that one

entity offers city-wide services throughout the broad spectrum of interlinked areas of mental health, substance abuse and related medical conditions that homeless individuals and families often exhibit.