



**Solicitation of Interest (SOI)
Transitional Age Youth Rapid Rehousing Programs**

Issued: Monday, October 28, 2024

Contact: *ScatteredSiteSOI@sfgov.org*

I. Summary

The City and County of San Francisco (City) Department of Homelessness and Supportive Housing (HSH) is soliciting applications from Community-Based Organizations to provide services to transitional age youth (TAY) through the administration of the rapid rehousing program. Based on the Point in Time Count, the number of TAYs aged 18 to 24 increased from 1,029 in 2022 to 1,137 in 2024, underscoring the importance of continued housing resources to meet the growing needs of this vulnerable population. Aligned with San Francisco’s *Home by the Bay Plan*, this solicitation emphasizes tailored strategies and approaches to support TAY in their transition from homelessness to housing. These targeted efforts are critical to driving progress in preventing and ending homelessness among different San Francisco populations.

Rapid rehousing is a time-limited housing subsidy program where households contribute a portion of their income to the monthly rent, and the subsidy covers the remaining portion. Households lease units in the private rental market and receive support services while enrolled in the program. Services offered through the rapid rehousing program are housing location assistance, housing coordination, landlord liaison, subsidy administration, and housing-focused case management to ensure those served transition out of homelessness and maintain housing stability. Refer to the table below for details on the subsidy length, number to be served and the required services.

This solicitation seeks to award experienced providers a total of 285 rental subsidies and services of rapid rehousing subsidy slots to support TAY, ages 18 to 24, experiencing homelessness, with eligibility to youth up to age 29 if they entered the homelessness response system before turning 25. The funding awarded through this solicitation will serve four populations within the TAY community: TAY experiencing homelessness, TAY impacted by violence, TAY residing in transitional living programs, and TAY with custody of at least one minor child. The table below outlines the programs, population, number served, subsidy length, and services to be awarded.

Program	# Served	Subsidy Length	Services to be Provided
TAY Experiencing Homelessness Rapid Rehousing	160	24 months with potential to extend up to 36 months	<ul style="list-style-type: none"> • Housing location • Housing coordination • Subsidy administration • Landlord liaison • Housing-focused case management
TAY Impacted by Violence Rapid Rehousing	15	24 months with potential to extend up to 36 months	<ul style="list-style-type: none"> • Housing location • Housing coordination • Subsidy administration • Landlord liaison • Housing-focused case management

TAY Referred from Transitional Living to Rapid Rehousing	60	24 months with potential to extend up to 36 months	<ul style="list-style-type: none"> • Housing location • Housing coordination • Subsidy administration • Landlord liaison • Housing-focused case management
Parenting TAY Rapid Rehousing	50	24 months with potential to extend up to 5 years	<ul style="list-style-type: none"> • Housing location • Housing coordination • Subsidy administration • Landlord liaison • Housing-focused case management

Interested agencies may apply to provide services to one or more specific populations within the TAY program services being solicited. Providers interested in applying for more than one of the four populations to be served will submit one Appendix 1: SOI Application Template, select the appropriate boxes within the “Application For” section on page one of the Appendix 1: SOI Application Template, and respond to the associated questions within the Appendix 1: SOI Application Template. [Please refer to section XVII. Application Overview and Submittal](#), for the population specific questions requiring a response. Collaborative applications will be accepted but must be submitted as a single Appendix 1: SOI Application Template separate Appendix 2: Budget Template for the associated population(s). Collaborative applications must outline the service delivery and the program responsibilities.

II. Minimum Qualifications

To be considered for funding under this Solicitation, Applicants must meet the following Minimum Requirements:

- HSH is seeking community-based organizations, applicants who demonstrate the necessary expertise, experience, and capacity to deliver the proposed program services. Applicants must have at least two years’ experience successfully providing rapid rehousing or similar services;
- Administer services through a racial equity-based, culturally responsive, housing first, and trauma-informed approach;
- The ability to begin services and take referrals within a maximum of six weeks of the contract start date;
- Must be a certified City vendor or have initiated the process to become a City vendor, as evidenced by registering at the San Francisco City Partner website by the time of submitting materials for the Solicitation of Interest (SOI).

HSH anticipates an agreement start date of March 2025. The City may extend agreements for a total term no longer than five years.

III. Schedule¹

Solicitation Issued	Monday, October 28, 2024
Solicitation Questions Deadline ²	Monday, November 4, 2024, by 5:00 pm
Solicitation Answers and Clarifications Published	Tuesday, November 12, 2024
Applications Due Date	Tuesday, November 26, 2024, by 5:00 pm
Intent to Award Notification	December 2024

¹ Dates are subject to change. Check the HSH website for updates.

² No questions will be accepted after the SOI Questions Deadline except for Applicant-specific City vendor compliance questions.

Interested parties must submit all questions to the HSH Scattered Site Housing Team email, ScatteredSiteSOI@sfgov.org no later than **Monday, November 4, 2024, by 5:00 pm** and must submit the required application documents no later than **Tuesday, November 26, 2024, by 5:00 pm** to be considered. Interested parties must not contact City staff other than the contact stated in this document.

IV. Delivering Services with Equity

The Department of Homelessness and Supportive Housing seeks to become an institution that represents the diversity of the communities we serve and fosters a more diverse, equitable, and inclusive (DEI) culture that recognizes and creates belonging for everyone in our Homeless Response Systems across all work functions, levels, and services.

Diversity, Equity, and Inclusion is the foundation upon which HSH engages and assists those we serve, builds relations with those who provide services on HSH's behalf, and infuses the values and beliefs that enable colleagues and contractors to develop their potential and bring their full selves to the work to end homelessness in the city and county of San Francisco.

HSH envisions outcomes where racial disparity gaps in homelessness are closed, and the Homelessness Response System (HRS) is structured to benefit, and not further marginalize and harm, the BIPOC, LGBTQ+, and Differently-abled communities. HSH's mission will inform the policies, procedures, and program development that end cycles of homelessness for unsheltered and at-risk communities through equitable access to housing opportunities.

COVID-19 has heightened the historic and continuing impact of anti-Blackness and white supremacy, and of homophobia and anti-trans bias, have led to vastly disproportionate levels of homelessness for communities of color, lesbian, gay, bisexual, and queer (LGBQ+), gender non-conforming, and transgender persons. Thus, equity must be the foundational consideration in everything HSH does and is working to bring an equity lens to the forefront of all its planning and actions.

HSH grantees extend the department's reach into the community. It is HSH's vision that all services funded by HSH further the department's mission and reflect its values, including the commitment to more equitable outcomes for BIPOC individuals experiencing homelessness in San Francisco. HSH is seeking to partner with Grantees who demonstrate a deep understanding of and focus on racial equity to achieve different outcomes in the communities HSH serves and pay close attention to those who are often excluded. All applicants for HSH funding will be evaluated in part based on the applicant's ability to articulate and demonstrate how it will operationalize a commitment to racial equity. Awarded Grantees shall demonstrate the ability to conduct equity-focused data analyses and use feedback from the served population to enhance services.

V. Delivering Services Using a Housing First Approach

Grantee shall adhere to Housing First principles found in [California Welfare and Institutions Code Section 8255](#) and follow the processes agreed upon by Grantee, HSH, property owner, housing subsidy administrators, funding regulations, fair housing laws, and/or other entities involved with referrals. Housing First is an evidence-based model that uses housing as a tool, rather than a reward, for recovery and that centers on providing or connecting homeless people to permanent housing as quickly as possible. Housing First providers offer services as needed and requested on a voluntary basis and that do not make housing contingent on participation in services.

Under Housing First, tenant screening and selection practices must promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services. Tenant applicants must not be rejected based on poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of “housing readiness.”

VI. **Overdose Prevention in the Homelessness Response System**

The primary way that HSH promotes harm reduction and overdose prevention throughout the Homelessness Response System is to include, rather than exclude, substance users from services. For many years, housing was treated as an award for compliance with social standards, including sobriety. This approach left substance users out on the streets and did not provide access to the resources often needed to reduce drug use and overdose through housing or other services. Consistent with the State of California’s Housing First Principles found in the California Welfare and Institutions Code Section 8255, housing providers must accept enrollees into their programs regardless of their sobriety or use of substances, completion of treatment, participation in services, or other behaviors presumed to indicate a lack of “housing readiness.”

All HSH-funded programs across the Homelessness Response System are committed to serving and being accessible to people using substances. The Department provides dedicated support services through outreach, shelter, and housing to mitigate harmful behaviors stemming from substance use and to help stabilize people within HSH’s programs.

Additionally, to help the most vulnerable people experiencing homelessness access long-term stabilizations and exits from homelessness, HSH has included a substance use disorder as one of the vulnerabilities assessed through Coordinated Entry to determine housing prioritization status.

The agreement awarded as a result of this solicitation will incorporate requirements of the Department’s Overdose Prevention Policy, as required by Administrative Code Section 15.17. For additional information, please refer to the HSH Overdose Prevention Policy³.

VII. **Served Population**

Transitional Age Youth Experiencing Homelessness Rapid Rehousing: Grantee shall serve single TAY aged 18 to 24 years who are experiencing homelessness and do not have minor children or do not have physical custody of their children. TAY up to age 29 years are eligible if they entered the homelessness response system prior to turning 25.

Transitional Age Youth Impacted by Violence: Grantee shall serve single TAY aged 18 to 24 years impacted by violence, experiencing homelessness and do not have minor children or do not have physical custody of their children. TAY up to age 29 years are eligible if they entered the homelessness response system prior to turning 25.

Transitional Age Youth referred from Transitional Housing Programs to Rapid Rehousing: Grantee shall serve single TAY aged 18 to 24 years who are residing in transitional housing programs and do not

³ HSH’s most current Overdose Prevention Policy can be found: <https://hsh.sfgov.org/about/research-and-reports/additional-reporting/>

have minor children or do not have physical custody of their children. TAY up to age 29 years are eligible if they entered the homelessness response system prior to turning 25.

Parenting Transitional Age Youth: Grantee shall serve single TAY aged 18 to 24 years who are experiencing homelessness and have custody of at least one minor child or a pregnant person with or without a partner. TAY up to age 29 years are eligible if they entered the homelessness response system prior to turning 25.

VIII. Referral and Prioritization

All participants will be referred by the San Francisco Department of Homelessness and Supportive Housing (HSH) via Coordinated Entry, which organizes the City and County of San Francisco's Homelessness Response System (HRS) with a common, population-specific assessment, centralized data system, and prioritization method.

IX. Description of Services

Grantee shall provide Support Services to the total number participants as listed in Appendix B, Budget ("Client Counts or Number Served" tab). RRH services are voluntary and shall be available to all participants. Support Services shall include, but are not limited to, the following:

- A. Housing-Focused Case Management Services: Grantee shall provide necessary services to ensure a seamless transition to permanent housing. Housing-Focused Case Management services shall include assisting participants with securing needed documentation to move into housing, referrals to mainstream resources, and working closely with RRH administrator(s) to ensure that all needed services are in place prior to housing placement. Grantee shall provide wrap-around case management services within a Harm Reduction model to ensure participants' long-term housing retention and improved well-being. These services shall include, but are not limited to, the following:
 - a. Grantee shall communicate and coordinate with Coordinated Entry and housing partners to remove any barriers to the housing referral process;
 - b. Grantee shall facilitate onboarding and provide written documentation to inform participants of program components, including program overview, engagement, and services overview, rent contribution explanation, subsidy termination overview, grievance policy, and reasonable accommodation process;
 - c. Grantee shall work collaboratively with participants to develop an initial Housing Stability Plan, which shall be updated on a quarterly basis, at minimum. The Housing Stability Plan shall outline participant plans to secure and sustain housing, inclusive of specific, actionable steps the participant will take to pursue housing stability. These may include, but are not limited to, the following:
 - i. Search for and secure housing;
 - ii. Increase income, connect to benefits, and secure employment
 - iii. Pursue educational goals, trainings, or certifications;
 - iv. Improve credit history and build savings;
 - v. Address physical or behavioral health challenges; and
 - vi. Connect to legal resources or other social supports as needed.
 - d. Grantee shall assess the participant's employment and educational skills and goals at intake and incorporate those into the participant's Housing Stability Plan.
 - e. Grantee shall assist with housing coordination services to support a successful transition into housing, including providing transportation and accompanying the participant, as needed, to submit housing applications or to visit available housing units;

- f. Grantee shall support the participant in making a successful transition to housing, including by accompanying the participant during the move-in process, orienting the participant to the neighborhood, and connecting the participant to all necessary external resources and services;
 - g. Grantee shall make referrals to mainstream resources such as linkages to resources for physical and behavioral health services, childcare services, legal resources, In Home Support Services (ISS) or any other services the participant needs to achieve housing stability.
 - h. Should the participants' needs exceed the capacity of the Grantee, Grantee shall support the participant with linkages to community resources, money management, Smart Money Coaching, and crisis intervention services within a housing first, trauma-informed, and harm reduction framework;
 - i. Grantee shall assess need for public benefits, if needed Grantee will sign participants up for all public benefits for which they qualify;
 - j. Grantee shall collaborate with housing location providers, if applicable, and any other organizations serving the participant, with regular check-in meetings, case conference calls, and other communication, as needed.
 - k. Grantee shall support the provision of targeted services and/or referrals to another appropriate agency for participants whose behavior indicates substance abuse, mental health, or another issue that is jeopardizing the participant's housing retention and/or health;
 - l. Grantee shall begin program exit planning early in the housing process. Grantee shall engage the participant in exit planning early in the housing process to support the participant's successful transition off the rental subsidy as quickly as possible. The exit plan shall depend on the participant's needs and preferences and may include establishing linkages to services in the greater community.
- B. Housing Location Services: Grantee shall provide Housing Location Services to identify and secure housing units. Housing Location Services shall include, but are not limited, to the following:
- a. Grantee shall conduct landlord recruitment and establish relationships with landlords, property owners, and property management companies that agree to house qualifying participants;
 - b. Grantee shall conduct comprehensive housing searches to identify units that meet participant needs. Units shall be reasonable in size, in close proximity to transportation and other amenities, consistent with participant preferences to the greatest degree possible, and accessible to participants with disabilities. Units may include, but are not limited to, single units in multi-family buildings, blocks of units in multi-family buildings, shared housing, and other options that help participants achieve residential stability and overall health and well-being;
 - c. Grantee shall understand current housing laws, restrictions, applicability, and time periods for proactive communication with landlords and participants;
 - d. Grantee shall build clear expectations for landlords and participants, and respond quickly and appropriately to any questions or concerns;
 - e. Grantee shall engage with local landlord organizations and housing associations to educate them on housing subsidy opportunities to increase visibility, awareness, and engagement across the larger marketplace;
 - f. Grantees shall utilize innovative strategies to remove barriers to housing, and negotiate partnerships to increase landlord engagement and participation in rental assistance programs;
 - g. Grantee shall partner with HSH to identify and act upon opportunities to secure units. This may include presentations, planning, and other activities needed to engage new partners, or otherwise expand the housing inventory supported with RRH resources.
 - h. Grantee may provide subsidies for units outside of San Francisco if every effort has been made to find housing within San Francisco, or if a tenant requests to move outside the City.

- C. Housing Coordination Services: Grantee shall provide Housing Coordination Services to match participants to housing opportunities, eliminate barriers to housing placement, and allow for rapid placement into housing. Housing Coordination Services include, but are not limited to, the following:
- a. Grantee shall communicate and coordinate with Coordinated Entry and RRH case management partners to remove any barriers to the housing referral process;
 - b. Grantee shall negotiate lease terms on behalf of participants being placed into housing, and conduct lease review to ensure compliance with local and state laws and regulations;
 - c. Grantee shall support referrals in securing units (e.g. completing housing applications, scheduling viewing appointments, and understanding lease and supporting documentation);
 - d. Grantee shall partner with case management providers to collect all necessary documents to support participants to successfully move into housing;
 - e. Grantee shall work to eliminate barriers to housing (e.g. assisting with clearance of outstanding utility debt, credit repair, and correcting erroneous unlawful detainers);
 - f. Grantee shall conduct initial and annual unit inspections to ensure compliance with Housing Quality Standards (HQS) and/or comparable habitability standards;
 - g. Grantee shall utilize fair market rent (FMR) to determine if a unit is reasonable and within funding parameters;
 - h. Grantee shall provide education on tenancy requirements, including helping participants understand lease requirements, demonstrating how to turn on utilities and access online portals, and providing any other tenancy education as needed;
 - i. Grantee shall communicate the following expectations with participants:
 - i. Contribution toward the rent is due on the first month and how to make the payment; and
 - ii. How much the participant is responsible for each month; and
 - iii. Tenants are expected to take over the full rent as quickly as possible while ensuring tenant stability.
 - j. Grantee shall work with property management to complete an assessment and conduct any requisite minor repairs to improve accessibility or other functional enhancements;
 - k. Grantee shall support payment of items needed during housing search and move-in (e.g., application fees, security deposit, furniture, and moving costs) in alignment with funding compliance;
 - l. Grantee shall support with resolving maintenance requests, lease violations, lockouts, and all other unit-related challenges; and
 - m. Grantee shall conduct home visits in a manner and frequency consistent with the Engagement Policy.
 - n. Grantee shall recertify the tenant's eligibility to receive subsidy assistance every three months, at minimum, and more frequently if the tenant's income reaches 200 percent of the rent amount. The subsidy assistance may be renewed if the tenant is moving toward successful transition from the subsidy assistance by increasing income or, when that is not a realistic goal, support transitioning to another subsidized housing situation.
- D. Subsidy Administration Services: Grantee shall provide Subsidy Administration Services to fulfill the administrative, financial, and record-keeping functions required to issue and document timely and accurate subsidy payments and other types of financial assistance. Subsidy Administration Services include, but are not limited to, the following:
- a. Grantee shall complete timely and accurate payment of flexible funding to eliminate other barriers to housing;

- b. Grantee shall make initial payments associated with participant move-in, including security deposits, first month's rent, and subsequent monthly rental payments;
 - c. Grantee shall set the expectation that participant rent is due on the first of the month and is paid directly to the landlord;
 - d. Grantee shall complete timely and accurate payment of subsidies to landlords and property management, in accordance with negotiated leases;
 - e. Grantee may provide subsidies for units outside of San Francisco if every effort has been made to find housing within San Francisco, or if a participant specifically requests to move outside of San Francisco;
 - f. Grantee shall communicate with Housing Coordination staff to ensure the participants' income verification is up to date to ensure accurate subsidy calculation;
 - g. Grantee shall provide subsidies ranging in term from 12 months to up to 24 months.
 - h. Grantee shall receive an initial one-year term of rental assistance. At the end of the initial rental assistance period, if the tenant is assessed to need further support, Grantee may extend assistance. Grantee may adjust the assistance amount up or down, depending on the needs of the tenant at the time. Grantee may extend rental assistance in three month increments until the tenant can sustain the rent on their own or they reach the maximum rental assistance period of 24 months.
- E. Landlord Liaison Services: Grantee shall provide Landlord Liaison Services to support ongoing housing stability, including serving as a liaison between landlords and participants. Landlord Liaison Services include, but are not limited to, the following:
- a. Grantee shall maintain quarterly communication, at minimum, with landlords to identify and address concerns on a proactive basis;
 - b. Grantee shall regularly collaborate with RRH case management partners to ensure participants can pay rent on time, cultivate healthy relationships with neighbors and landlords, and resolve any tenancy issues. Coordination shall consist of regular, informal communication as well as structured case coordination meetings that occur at least monthly;
 - c. Grantee shall immediately respond to lease violations or other complaints, with the goal of finding resolutions that do not jeopardize housing stability. If lease violations cannot be resolved, Grantee shall work closely with landlords and participants to coordinate solutions prior to eviction;
 - d. Grantee shall ensure landlords fulfill their legal responsibilities, including conducting repairs, issuing proper notices, supporting participants' rights to Fair Housing, and adhering to lease terms; and
 - e. Grantee shall provide a point of contact for all partnering landlords to ensure rapid response to participant challenges and any issues that may arise.
- F. Workforce Development Services:
- a. Grantee shall conduct an assessment with each tenant to determine the employment-related capabilities, needs, interests, and potential of tenant. The assessment should be documented within the initial Housing Stability Plan.
 - b. Grantee shall integrate ongoing workforce development planning into the Housing Stability Plan based on the assessment which includes a vocational goal and the incremental steps towards achieving it, including linkage to public benefits, barrier remediation and support services as necessary, including and not limited to the County Adult Assistance Program (CAAP) and CalFresh;

- c. Grantee shall collaborate with Smart Money Coaching to ensure financial coaching services are integrated into workforce development programming to support upward economic mobility of tenants.
- d. Grantee shall provide job readiness preparation that includes work and education history, resume development, skill building to support tenant to conduct online job search and complete employment applications with support from staff and independently, interviewing skills, and practice interviews;
- e. Grantee shall collaborate with the portfolio of workforce development programs in the City of San Francisco, including programs funded by the Office of Economic and Workforce Development (OEWD), Human Services Agency (HSA), Department of Children Youth and their Families (DCYF), as well as other private sector partnerships;
- f. Grantee shall provide referrals to vocational training that helps tenants obtain in-demand employment skills that are marketable to employers from local/regional industries;
- g. Grantee shall match tenants with employment opportunities and coach them through the job search process; and
- h. Provide training and support to employers and tenants to ensure job retention after placement.

X. Location and Time of Services

Grantee shall provide services within the community at various locations, at the homes of participants when applicable and at the agency office.

XI. Service Requirements

- A. Housing Coordinator Ratio: Grantee shall maintain a 1:50 ratio of Housing Coordinator to HSH adult units.
- B. Case Manager Ratio:
 - **TAY**: Grantee shall maintain a 1:16 ratio of Case Manager to HSH TAY subsidies.
 - **Parenting TAY**: Grantee shall maintain a 1:14 ratio of Case Manager to HSH family subsidies.
- C. Income Verification: Grantee shall complete income verification for participants upon program enrollment and, thereafter, shall complete income recertification annually, at minimum, to ensure continued eligibility. During annual income recertification, Grantee shall revisit participant rent calculations and determine an appropriate rental contribution;
- D. Language and Interpretation Services: Grantee shall ensure that translation and interpreter services are available, as needed. Grantee shall address the needs of and provide services to the served population who primarily speak language(s) other than English. Additional information on Language Access standards can be found on the HSH Providers Connect website: <https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers>
- E. Case Conferences: Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding participants' progress.
- F. Admission Policy: Grantee admission policies for services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies must include a provision that the served population is accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or HIV status.

G. Grievance Procedure:

1. Grantee shall establish and maintain a written Grievance Procedure for participants, that shall include, at minimum, the following elements:
 - a. The name or title of the person or persons authorized to make a determination regarding the grievance;
 - b. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination;
 - c. The amount of time required for each step, including when a participant can expect a response; and
 - d. In accordance with published HSH policies/procedures, the HSH Grievances email address (hshgrievances@sfgov.org) and mailing address for the household to contact after the household has exhausted Grantee's internal Grievance Procedure.
2. Grantee shall, at program entry, review and provide a copy of this procedure, and any amendments, to each participant and obtain a signed copy of the form from the participant, which must be maintained in the participant's file. Additionally, Grantee shall post the policy at all times in a location visible to participants and provide a copy of the procedure and any amendments to the assigned HSH Program Manager.

H. Reasonable Accommodation Policy: Grantee shall, at program entry, review and provide a copy of a written Reasonable Accommodation policy and process to each participant and obtain a signed copy of the policy and process from the participant, which must be maintained in the participant's file.

I. Termination Policy: Grantee shall establish due process for program termination and upload supporting documentation into the Online Navigation and Entry (ONE) System (or record in a comparable system for DV providers) at program termination.

J. Feedback, Complaint, and Follow-up Policies:

1. Grantee shall provide means for the served population to provide input into the program, including the planning, design, and level of satisfaction with services. Feedback methods shall include:
 - a. A complaint process, including a written complaint policy informing the served population on how to report complaints; and
 - b. A written annual survey to the served population to gather feedback, measure satisfaction, and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to the served population regarding completion of the survey if the written format presents any problem.

K. City Communications and Policies: Grantee shall keep HSH informed of program operations and comply with HSH policies, training requirements, and participate in meetings, including, but not limited to:

1. Regular communication to HSH about the implementation of the program;
2. Attendance at all meetings as required by HSH. This shall include quarterly HSH meetings; and
3. Attendance at trainings (e.g., overdose prevention training), when required by HSH.

L. Coordination with Other Service Providers: Grantee shall establish written agreements between case management, housing location, and other service providers that are part of the scattered site support team to formalize collaboration and roles and responsibilities.

- M. Critical Incident: Grantee shall report critical incidents, as defined in the Critical Incident Policy, to HSH, according to the Department policy. Critical incidents shall be reported using the Critical Incident Report form. In addition, critical incidents that involve life endangerment events or major service disruptions should be reported immediately to the HSH program manager.
- N. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site per HSH requirements. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the site plan as needed, and Grantee shall train all employees regarding the provisions of the plan for their sites.
- O. Data Standards:
1. Grantee shall ensure compliance with the Homeless Management Information System (HMIS) Participation Agreement and Continuous Data Quality Improvement (CDQI) Process⁴, including but not limited to:
 - a. Entering all household data within three working days (unless specifically requested to do so sooner);
 - b. Ensuring accurate dates for household enrollment, household exit, and household move in (if appropriate); and
 - c. Running monthly data quality reports and correcting any errors.
 2. Records entered into the Online Navigation and Entry (ONE) system shall meet or exceed the ONE System CDQI Process standard.
 3. Grantee shall enter data into the ONE System but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into the CARBON database. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.
 4. Any information shared between Grantee, HSH, and other providers about the served population shall be communicated in a secure manner, with appropriate release of consent forms and in compliance with 24 C.F.R. Part 578, Continuum of Care; 45 C.F.R. Parts 160 and 164, the Health Insurance Portability and Accountability Act (HIPAA) and federal and state data privacy and security guidelines.
 5. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.
- P. Harm Reduction: Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow the [HSH Overdose Prevention Policy](#). Grantee staff who work directly with clients will participate in annual trainings on harm reduction, overdose recognition and response.
- Q. Housing First: Grantee services and operations shall align with the Core Components of Housing First as defined in California Welfare and Institutions Code, section 8255. This includes integrating policies and procedures to provide client-centered, low-barrier access to housing and services.

⁴ HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://hsh.sfgov.org/get-information/one-system/>

XII. Service Objectives

Grantee shall achieve the following service objectives during the term of this grant. All service objectives shall be calculated at a household level rather than per participant. A household may include more than one participant. All service objectives below will be monitored by sampling participant files during annual program monitoring visits:

A. Housing Location Services

1. Grantee shall provide 100 percent of participants with Housing Location Services.

B. Housing Coordination Services

1. Grantee shall offer 100 percent of participants with Housing Coordination services.

C. Subsidy Administration Services

1. Grantee shall issue 100 percent of subsidy payments on or before the first of the month every month for each participant, or at the orientation of lease; and
2. Grantee shall provide 100 percent of participants with Subsidy Administration Services.

D. Housing-Focused Case Management Services

1. Grantee shall offer 100 percent of participants Housing-Focused Case Management Services;
2. Grantee shall offer a Housing Stability Plan to 100 percent of participants receiving Housing-Focused Case Management Services; and
3. Grantee shall offer 100 percent of participants referrals to other Case Management should the participant decline Grantee's Housing-Focused Case Management Services.

E. Workforce Development Services

1. Grantee shall offer 100 percent of participants with Workforce Development Services; and
2. Grantee shall offer a workforce development assessment to 100 percent of participants; and
3. Grantee shall offer 100 percent of participants referrals to workforce development program partnerships specifically designed for RRH participants.

F. Landlord Liaison Services

1. Grantee shall provide 100 percent of participants with Landlord Liaison Services; and
2. Grantee shall respond to 100 percent of requests from participants/landlords submitted within two business days.

XIII. Outcome Objectives

Grantee shall achieve the following outcome objectives during the term of this grant. All outcome objectives shall be calculated at a household level rather than per participant. A household may include more than one participant. All outcome objectives will be monitored using ONE system data:

A. Housing Coordination and Housing Location Services:

1. At least 90 percent of participants enrolled in the program will successfully move into housing as verified by their housing move-in date; and
2. The average length of time that participants spend homeless, from program enrollment to housing move-in, shall be less than or equal to 75 days, as calculated by $[\text{Housing Move-in Date}] - [\text{Enrollment Date}] / \text{Count of participants with a } [\text{Housing Move-In Date}]$.

B. Housing-Focused Case Management, Housing Coordination Services, and Landlord Liaison Services:

1. At least 90 percent of participants will maintain their housing for 12 months or exit to a permanent housing destination; and
 2. At least 80 percent of households will maintain their housing for 24 months or exit to a permanent housing destination; and
 3. At least 75 percent of participants will be referred to community resources.
- C. The following Outcome Objectives shall apply to Housing-Focused Case Management Services and Workforce Development Services.
1. At least 75 percent of tenants shall obtain employment or increase their income by the first annual tenant assessment compared to their status at program enrollment.

XIV. Reporting Requirements

- A. Grantee shall input data into systems required by HSH.
- B. On a quarterly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the end of each quarter:
1. The total number of unduplicated households receiving a subsidy or case management services during that quarter; and
 2. The total number of new placements during the quarter not including relocations; and
 3. The total number of program exits and destinations.
- C. For any quarter that maintains less than 90 percent of the total agreed upon units of service for any mode of service hereunder, Grantee shall immediately notify the HSH Program Manager in writing, specify the number of underutilized units of service and provide a plan of action to resolve the underutilization.
- D. For any quarter that underspends based on the estimated quarterly amount (25 percent each quarter), Grantee shall notify the HSH Program Manager and Contract Analyst in writing and provide a plan of action to resolve the underspending.
- E. On an annual basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the end of each fiscal year:
1. Housing Coordination and Housing Location Services The number and percentage of participants that maintained their housing for 12 months or exited to a permanent housing destination and households that maintained their housing for 24 months or exit to a permanent housing destination; and
 2. Housing Coordination and Housing Location Services The average length of time participants spent homeless. This should be calculated from program enrollment to move-in date;
 3. Housing-Focused Case Management and Housing Coordination Services and Landlord Liaison Services The number and percentage of participants engaging in Housing-Focused Case Management and Grantee-created housing stability plans; and
 4. Housing-Focused Case Management and Housing Coordination Services and Landlord Liaison Services The number and percentage of households referred to community resources.
- F. Grantee shall participate in annual Eviction Survey reporting, per the 2015 City and County of San Francisco Participant Eviction Annual Reports Ordinance (<https://sfbos.org/ftp/uploadedfiles/bdsupvrs/ordinances15/o0011-15.pdf>). Grantee shall provide

the number of evicted households and eviction notices issued to households residing in City-funded housing through the annual HSH administered Eviction Survey. Grantee shall adhere to all deadlines for submission as required by HSH.

- G. Grantee shall participate, as required by HSH, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to Grantee within thirty working days of receipt of any evaluation report and such response will become part of the official report.
- H. Grantee shall provide Ad Hoc reports as required by HSH and respond to requests by HSH in a timely manner.
- I. Grantee shall submit Project Descriptor data elements as described in the U.S. Department of Housing and Urban Development (HUD)'s latest HMIS Data Standards Manual (<https://files.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual.pdf>) to HSH at the following intervals: 1) at the point of project setup; 2) when project information changes; 3) at least annually or as requested by HSH. Data is used for reporting mandated by HUD and California's Interagency Council on Homelessness, and to ensure HSH's ongoing accurate representation of program and inventory information for various reporting needs, including monitoring of occupancy and vacancy rates.

XV. Monitoring Activities

- A. Program Monitoring: Grantee is subject to program monitoring and/or audits, such as, but not limited to review of the following: participant files, Grantee's administrative records, staff training documentation, postings, program policies and procedures, data reported on Annual Performance Reports (APR), documentation of funding match sources, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.

Monitoring of program participation in the ONE system may include, but is not limited to, the audit of data quality reports from the ONE system, records of timeliness of data entry, and attendance records at required training and agency lead meetings.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal and accounting policies, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts and memoranda of understanding (MOUs), and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

XVI. Budget

The available budget for the TAY rapid rehousing SOI and each distinct population is outlined in the tables below for the proposal period of March 1, 2024, to June 30, 2026. Applicants must submit a completed Appendix 2: Budget Template for each population you're applying for. For example, suppose

you are applying for the TAY Rapid Rehousing and the TAY Impacted by Violence Rapid Rehousing. In that case, you will complete Appendix 1: SOI Application Template, select the appropriate boxes in the “Application For” section on the first page, and Appendix 2: Budget Template for each program separately.

Applicants submitting as sole applicants will submit one Appendix 2: Budget Template for each TAY population you’re applying for. Applicants that submit collaborative applications shall submit separate Appendix 2: Budget Templates for their respective service components. Submittals with budgets above the allocated budget amount and/ or those that do not contain the required staffing will not be evaluated further. Applicants must stay within the budget amounts to be considered.

Please note that while the budget amounts reflect the total number of rapid rehousing slots and funding available for each TAY population, applicants might not be awarded the total number. The actual number of subsidy slots and funding amount awarded will depend on various factors and directly impact the award.

TAY Experiencing Homelessness Rapid Rehousing

	FY24-25	FY25-26
Staffing and Operations	\$65,236.78	\$2,320,375.19
Direct Client Services	\$136,680.00	\$3,102,840.00
Total	\$201,916.78	\$5,423,215.19

TAY Impacted by Violence Rapid Rehousing

	FY24-25	FY25-26
Staffing and Operations	\$15,857.00	\$324,293.00
Direct Client Services	\$57,456.00	\$351,504.00
Total	\$73,313.00	\$675,797.00

TAY Referred from Transitional Living to Rapid Rehousing

	FY24-25	FY25-26
Staffing and Operations	\$33,094.71	\$1,062,340.45
Direct Client Services	\$63,840.00	\$1,345,200.00
Total	\$96,934.71	\$2,407,540.45

Parenting TAY Rapid Rehousing

	FY24-25	FY25-26
Staffing and Operations	\$85,001.00	\$1,042,261.00
Direct Client Services	\$156,345.00	\$1,666,290.00
Total	\$241,346.00	\$2,708,551.00

XVII. Application Overview and Submittal

A. Application Review Criteria:

Application Section	Submittal Format	Applicant must complete/provide/respond to the following:
1. Summary		<p>1.1 Applicant Information: Program(s) Applicant is Applying for, Service Delivery Model, Service Component(s), Organization Name, City Supplier ID #, Federal ID #, Address, Director Information, Contact Information, SOI Point of Contact Information. If the application is submitted as a collaboration, you must enter information for both organizations.</p> <p>1.2 Certifications</p>
2. Minimum Qualification		<p>2.1 At least two years' experience successfully providing rapid rehousing or similar services. HSH is seeking community-based organizations, applicants who demonstrate the necessary expertise, experience, and capacity to deliver the proposed program services.</p> <p>2.2 Administer services through a racial equity-based, culturally responsive, housing first, and trauma-informed approach;</p> <p>2.3 The ability to begin services and take referrals within a maximum of six weeks of the contract start date;</p> <p>2.4 Must be a certified City vendor or have initiated the process to become a City vendor, as evidenced by registering at the San Francisco City Partner website by the time of submitting materials for the Solicitation of Interest (SOI).</p>

Application Section	Submittal Format	Applicant must complete/provide/respond to the following:
3. Plan to Deliver Services	Appendix 1: Application Template	<p>3.1 Please explain your organization’s capacity and experience to successfully operate a rapid rehousing program or the provision of similar services such as housing-focused case management and housing coordination services, rental property acquisition, landlord engagement, and liaison services to TAY. (250-500 word limit)</p> <p>3.2 How does your organization plan to tailor rapid rehousing services to address the unique needs and challenges faced by transitional age youth? (250-500 word limit)</p> <p>3.3 What strategies will your organization implement to engage landlords and secure units for TAY households, and how will your organization address potential barriers during the leasing process? (250-500 word limit)</p> <p>3.4 How will your organization coordinate with other service providers and community resources to ensure a comprehensive support network for TAY households, including workforce development, education, financial empowerment and behavioral health services? (250-500 word limit)</p> <p>3.5 Provide an example(s) of how your organization has successfully supported the TAY population through housing stabilizing in the past and how will you determine when participants are ready to transition off the assistance? (250-500 word limit)</p>
4. Population Specific Questions		<p>4.1 TAY Impacted by Violence Rapid Rehousing: How will your organization address the specific needs of TAY impacted by violence, including supportive services your organization will provide to foster emotional wellbeing along with housing stability?</p> <p>4.2 Parenting TAY Rapid Rehousing: What does your organization identify as specific needs of parenting TAY and how will your organization incorporate these into your program model?</p>
5. Budget	Appendix 2: Budget Template	<p>5.1 Please submit a budget proposal related to the provision of services described in this SOI. Budget proposal must include staffing structure, relevant program delivery costs, and any fees or other expenses related to stakeholder engagement necessary to fine-tune the development of trainings and associated materials. Submittals with budgets above the allocated budget amount and/or those that do not contain the required staffing will not be evaluated further.</p>

B. Time and Place for Submission of Applications:

Applications are due electronically in the format detailed below and must be received by the Applications Deadline. Applications received after the deadline may not be considered.

- Applicants shall submit the Appendix 1: Application Template and Appendix 2: Budget Template(s) attachments in **one** PDF file saved as “SOI for Transitional Age Youth Rapid Rehousing Programs_ Response Organization Name(s)”
- Applicants shall submit the population specific Appendix 2: Budget Template(s) in an Excel format, saved as “Appendix 2: SOI for Program Name _ Response Organization Name(s)”. If you’re applying for more than one population, you will submit each Appendix B: Budget Template separately with the associated saved naming convention.

Example: Appendix 2: SOI for TAY Impacted by Violence Rapid Rehousing_ The Great Nonprofit

- Applicants shall submit the attachments to ScatteredSiteSOI@sfgov.org
- The email subject shall have the subject “SOI for Transitional Age Youth Rapid Rehousing Response Organization Name(s)”.

Applications submitted by fax will not be accepted. Applicants must receive an email confirmation from the City to be considered submitted. Supplemental documents or revisions submitted after the Applications Deadline will not be accepted.

C. Application Submission Format:

Applicants must submit one Appendix 1: Application Template and at least one Appendix 2: Budget Template as instructed above. If the applicant does not provide the appropriate Appendix 2: Budget Template for a population identified within the “Application For” section on page 1 of the Appendix 1: Application Template, the application for that population will not be considered. The box must be selected and the Appendix 2: Budget Template must be completed to be considered for a TAY population. This is necessary so that all Applications can receive fair and consistent review. Applications that do not follow the required format may not be considered. Information must be at a level of detail that enables effective review. The City intends to select Grantees who best meet the criteria set forth in this Solicitation.

Applicants who are qualified are not guaranteed an agreement. Applicants selected for negotiations are not guaranteed an agreement. This Solicitation does not in any way limit the City’s right to solicit similar or identical services. The City may at a future date elect to fund additional Applicants not originally selected.

D. Additional Information:

In some instances, the City may request additional information from Applicants prior to deciding whether to enter into an agreement. The City’s Protest Procedures do not apply in this informal solicitation of information.

XVIII. Standard City Grant

Grantees will enter into an agreement with the City using the standard agreement templates and shall comply with all requirements: <https://hsh.sfgov.org/wp-content/uploads/2023/02/G-100-Grant-Template-1-22-HSH-1-22.pdf>.

XIX. Nonprofit Supplier Compliance with California Attorney General Registry of Charitable Trusts

To receive a grant under this Solicitation, any nonprofit applicant must be in good standing with the California Attorney General’s Registry of Charitable Trusts by the time of grant execution and must remain in good standing during the term of the agreement. Upon request, applicant must provide documentation to the City demonstrating its good standing with applicable legal requirements. If applicant will use any nonprofit subgrantees to perform the agreement, applicant will be responsible for ensuring they are also in compliance with all requirements of the Attorney General’s Registry of Charitable Trusts at the time of grant execution and for the duration of the agreement.

XX. Glossary of Terms

Term	Definition
Access Point	Localized points of community entry into San Francisco’s Homelessness Response System (HRS). Operated by approved non-profit service providers. Families, adults, and youth experiencing homelessness can obtain Coordinated Entry services at geographically diverse Access Points (AP). The Access Point staff will assess households for service needs and eligibility and perform Problem Solving, needs assessment, prioritization, and referrals to appropriate resources.
Agreement	Refers to the City’s standard terms and conditions, scope of work, and budget for City-funded grants (G-100) for services directly benefiting the public, or contracts for professional services or products (P-600 or P-500) benefitting the City or its Departments.
Applicant	Any entity (i.e. agency) submitting an Application to this Solicitation.
Application	The required documents to compete on this award.
Awarded Provider	Any Proposer awarded an Agreement for services under this procurement. Also known as Grantee or Contractor.
CARBON	Contract Administration, Reporting, and Billing Online (CARBON) is HSH’s online invoicing system.
City	City and County of San Francisco.
Collaborative Application	An Application from more than one organization/entity that includes both Support Services and Property Management.
Contract	A legal agreement between HSH and a nonprofit or for-profit service provider.
Contract Authority or Contract Not-to-Exceed Amount (NTE)	The maximum amount of dollars that is legally allowed to be spent on a single agreement over the entire course of its term. The NTE amount is equal to the approved total budget of a program for all years (Grand Total of all Budgets), plus an extra contingency buffer amount (determined in advance by HSH Contracts). Any budget actions which would cause a program’s budget to exceed its Contract Authority/ Contract Not-to-Exceed amount will require an Amendment to increase the Not-to-Exceed amount.
Continuum of Care	Federal Continuum of Care grant program stressing permanent, holistic solutions to homelessness
Coordinated Entry (CE)	Coordinated Entry (CE) provides a streamlined process and standardized prioritization method to match clients to the right resource, including housing, to end their crisis. CE is the front door to the HRS and is designed to assess, prioritize, and match people experiencing homelessness to housing opportunities.

Term	Definition
Critical Incident Report (CIR)	A critical incident is defined as when emergency responders are called to the scene by staff or program participants/ guests, and/or when Child Protective Services (CPS) removes a child. Shelters also may send reports for incidents in which there were no emergency responders.
Department of Homelessness and Supportive Housing (HSH)	The City and County of San Francisco’s Department of Homelessness and Supportive Housing (HSH), the sponsor of this procurement. HSH may also be referenced as “Department” in this procurement.
DPH	Department of Public Health
Equitable	With mindfulness about the racism and bias that has disproportionately unhoused people of color, lesbian, gay, bisexual, transgender, and questioning (LGBTQ) youth, HSH is committed to equity in the Department, system, and programs.
Family	Families include an adult and at least one natural, adoptive and/ or foster child under the age of 18, and may include a significant other or a domestic partner. A family may also include a pregnant person, with or without a partner.
FTE	Full Time Equivalent. FTEs are based on a 40 hour work week or 2080 hours annually.
Fiscal Year (FY)	Refers to the City’s fiscal year, which begins on July 1 and ends on June 30 of the following year.
Grant Agreement	The binding legal document resulting from this procurement process. Also known as Agreement.
Grantee	Selected proposer who is awarded a grant agreement.
Grants	A written agreement between HSH and an external provider. Grants use different agreement boilerplate documents (G100) than that of a contract, and are also subject to different rules, regulations, and approval processes.
Harm Reduction Model	Harm-reduction consists of working with program participants to set realistic goals that support reductions in high-risk substance use behaviors. Abstinence from drugs or alcohol is not a pre-requisite for access to services nor required for continued access or eligibility for services.
Health Insurance Portability and Accountability Act (HIPAA)	The Health Insurance Portability and Accountability Act of 1996 (HIPAA) established national standards for the protection of private health information.
<i>Home by the Bay Plan</i>	The five-year citywide strategic plan guides the work of HSH and our partners from July 2023 to June 2028.
Homeless	The U.S. Department of Housing and Urban Development (HUD) designates an individual or family household as homeless if it lacks a fixed, regular, and adequate nighttime residence. The definition also refers to a household who has a primary nighttime residence that is either a supervised publicly or privately operated shelter designed to provide temporary living accommodations; an institution that provides a temporary residence for individuals intended to be institutionalized; or a public or private place not designed for, or ordinarily used a regular sleeping accommodation for

Term	Definition
	human beings. HUD’s Homeless Definition Final Rule further establishes specific categories of homelessness. Additional information on HSH’s definitions: https://hsh.sfgov.org/wp-content/uploads/2023/08/HSH-Definitions_FinalDraft.pdf
Homelessness Response System (HRS)	Homelessness Response System (HRS) includes all the programs and services HSH and providers/ partners offer.
Housing	Provides permanent solutions to homelessness through subsidies and housing placements. This may include time-limited support such as Rapid Rehousing, and time-flexible programs such as Rent Subsidies and Permanent Supportive Housing (subsidized housing with services).
Housing First	Prioritizes the provision of housing to people experiencing homelessness, thus ending their homelessness and serving as a platform from which they can stabilize their lives and pursue their personal goals. Housing First is guided by the belief that people must secure basic necessities such as food and a place to live before they can attend to other challenges such as employment or substance use issues. Additionally, Housing First is based on the theory that participant choice is valuable in housing selection and supportive services participation. While Permanent Supportive Housing is the most commonly known Housing First program model, many other approaches fall under the Housing First umbrella.
Housing-Focused	The system and all programs within it will use a Housing First, low barrier approach focused on ending homelessness for each household as quickly as possible.
Housing Quality Standards	Housing Quality Standards (HQS) assist HUD and local Public Housing authorities provide decent, safe, and sanitary housing at an affordable cost by defining “standard housing” and establishing the minimum criteria for the health and safety of program participants.
Indirect Cost	Indirect Costs are those that have been incurred for common or joint objectives and cannot be readily identified with a particular final cost objective. ⁵
Individual Services Plan (ISP)	The Individual Service Plan (ISP) is the written details of the supports, activities, and resources required for the individual to achieve personal goals. The Individual Service Plan is developed to articulate decisions and agreements made during a person-centered process of planning and information gathering. The general welfare and personal preferences of the individual are the key consideration in the development of all plans.
Innovative	With the systems goals in mind, opportunities to adapt practices and innovate new strategies and approaches are encouraged and will be supported and evaluated.
Minor Children	Children under the age of 18 years old.
Moving On Initiative	Moving On is a Housing Ladder initiative that provides tenants who are able and want to move out of supportive housing with a rental subsidy or

⁵ Office of Management and Budget. (2004, May 10). Circular A-122. Retrieved from: https://www.whitehouse.gov/sites/whitehouse.gov/files/omb/circulars/A122/a122_2004.pdf

Term	Definition
	preference into a project-based affordable or public housing unit. By offering alternatives to tenants in Permanent Supportive Housing who are stable and no longer need the intensive services offered. Moving On programs help make PSH units available for chronically homeless people who need intensive support.
Navigation Center	Low-barrier shelter model with amenities and services that offers flexibility for partners, pets, and possessions.
Online Entry Navigation System (ONE System)	HSH’s main database for client information. ONE is the data system used for all housing and services to people experiencing homelessness in San Francisco. The ONE System is a participant-level database that is used system-wide to track all HSH related services and housing placements.
Operations	The infrastructure of the program including the daily provision of administration, maintenance, utilities, furnishings, operational program supplies, food, clothing, security, program equipment and equipment.
Permanent Supportive Housing (PSH)	Subsidized rental housing without time limits and with intensive on-site Support Services to help tenants maintain housing and meet their personal goals. Permanent Supportive Housing is designed to house individuals with the greatest housing barriers and highest service needs.
PIT	Point-in-Time Count of sheltered and unsheltered people every two years as mandated by the federal government.
Problem Solving	Problem Solving helps people identify possible pathways to resolve their current housing crisis without needing ongoing shelter or a housing resource from the Homeless Response System (HRS). The foundation of Problem Solving is a creative, strengths-based conversation that helps people explore all safe housing options available to them – the person or household drives their own solutions. A Problem Solving resolution is achieved when a household has found a safe, indoor solution to their housing crisis outside of the HRS.
Respectful	It is imperative that services be delivered in a respectful, appropriate manner. Best practices, such as strengths-based interviewing, trauma informed care, and harm reduction, must be incorporated into all programs.
SOI	Solicitation of Interest
Support Services	Intake and assessment, case management, benefits counseling and advocacy, referrals and counseling services including the development of an individualized participant services plan that assists participants in obtaining transitional and/or permanent housing, employment, health care, substance abuse and mental health treatment and educational services.
Transition Age Youth (TAY)	An individual between 18 and 24 (29 under some programs) who is experiencing homelessness. These individuals often have specialized needs, different from those of families or adults that must be considered when designing programs and services.
Trauma Informed	Trauma-informed care is a strengths-based framework grounded in an understanding of and responsiveness to the impact of trauma, that emphasizes physical, psychological, and emotional safety for both providers and survivors, and that creates opportunities for survivors to rebuild a sense of control and empowerment. Grantees shall ensure delivery of

Term	Definition
	trauma-informed assistance to maximize self-sufficiency for people experiencing homelessness in San Francisco, to reduce the timeline from first encounter to housing placement, and to ensure that households are not subject to redundant or unnecessary access barriers.
Unsheltered	An unsheltered individual is a person who is living in a place not meant for human habitation, including those living outdoors, in vehicles, or in encampments.