



**Solicitation of Interest
Transitional Age Youth Rapid Rehousing
Questions and Clarification Response**

1. Do the youth pay rent? On page 1, section 1 "Summary", it states households contribute a portion of their rent and the subsidy covers the remaining. Please advise.

Yes, youth households are expected to contribute to their rent under the Rapid Rehousing program. Each household's contribution will be based on their income and ability to pay, ensuring the rent remains within a manageable range for them. The rent contribution may be lower in the initial months and gradually increase as the household plans to take over their rent independently as quickly as possible.

2. Please elaborate on what awarding experienced providers with 285 total rental subsidies.

The 285 total rental subsidies will be awarded to experienced providers who meet the minimum qualifications outlined in the Solicitation of Interest (SOI). HSH seeks community-based organizations with demonstrated expertise, experience, and capacity to effectively deliver rapid rehousing services or similar housing assistance programs. To be considered, applicants must have at least two years of successful experience in providing rapid rehousing or similar services, ensuring they have the knowledge and skills needed to support Transitional Age Youth (TAY) populations.

Qualified providers are expected to administer services through a racial equity-based, culturally responsive, housing first, and trauma-informed approach. This ensures that services are tailored to meet the diverse needs of the TAY population in a way that respects their experiences and supports long-term stability. Additionally, providers must be able to begin services and take referrals within a maximum of six weeks from the contract start date, demonstrating readiness and operational capacity to deploy assistance swiftly.

Applicants must also be a certified City vendor or have initiated the process to become one by the time of submitting their materials through registration on the San Francisco City Partner website.

3. What are all the requirements for youth to stay in the program?

The Rapid Rehousing (RRH) program operates under a Housing First model, meaning there are no strict requirements for youth to stay in the program. Housing First prioritizes immediate access to stable housing without conditions related to employment, sobriety, or service engagement. However, if a youth falls out of engagement for more than four months and all reasonable attempts at communication have been made without success, the household may be exited from the program.

While there are no mandatory requirements for continued participation, service engagement is strongly encouraged. This includes regular check-ins with case managers, setting and working toward personal goals, and accessing supportive services like employment assistance, educational programs, or life skills training. These services are designed to help youth build stability and independence, but participation remains voluntary. The program's goal is to support youth in achieving housing stability on their terms, providing a flexible and supportive environment that respects their autonomy and unique circumstances.

4. Do we have to give a cash allowance to participants?



No, providers will not give participants a cash allowance. The core financial support provided includes rental subsidies, which are paid directly to the property owner or landlord.

5. Is there any requirements on how often the Case managers should visit?

Case managers meet with participants at least twice monthly to support their housing goals and address any barriers. The Housing Stability Plan is created upon program intake and updated on a quarterly basis to stay aligned with the participant's evolving goals and needs.

6. What is the max time a youth can stay in program?

The maximum time a youth can stay in the program varies by the specific rapid rehousing program, as outlined in the solicitation:

- TAY Experiencing Homelessness Rapid Rehousing: Up to 24 months, with a potential extension up to 36 months.
- TAY Impacted by Violence Rapid Rehousing: Up to 24 months, with a potential extension up to 36 months.
- TAY Referred from Transitional Living to Rapid Rehousing: Up to 24 months, with a potential extension up to 36 months.
- Parenting TAY Rapid Rehousing: Up to 24 months, with a potential extension up to 5 years.

These time frames allow for flexibility in each program and population to accommodate the unique needs of participants. The maximum length of assistance is detailed under the "Subsidy Length" column in the table on pages one and two of the solicitation.

7. When subsidy calculations are mentioned on page 8, does this mean that the grantee base rent on income of the resident?

Yes, in the Rapid Rehousing program, the resident's rent contribution is based on their income. Each household's contribution is calculated to ensure rent remains manageable, allowing the subsidy to cover the remaining cost. Contributions may start lower and increase gradually over time as participants work toward taking on full rent responsibilities, aligning with the goal of achieving housing stability and, where possible, transitioning to independent rent payments.

8. Is there a Eviction process for the youth?

Youth participants in scattered site housing programs sign a lease directly with the property owner or landlord, which grants them the same tenant rights and responsibilities as any renter in a private market unit. This means they are protected by tenant rights under local and state law but can face eviction if they violate lease terms or fail to meet rent obligations. You can find more information regarding the San Francisco eviction process on the [SFGov website](#).

To support stability and reduce the risk of eviction, the program offers various supportive services, including landlord liaison services and housing coordination. These services are designed to help participants navigate any challenges that may arise, assist with landlord communication, and address issues early to prevent eviction whenever possible.

9. Does the SF county provide the "On-Line Navigation and Entry (ONE) system?

The Department of Homelessness and Supportive Housing administers and oversees the Online Navigation and Entry (ONE) System, San Francisco's Homeless Management Information System (HMIS). This centralized database is used to track client information and match clients to available resources and services, efficiently connecting individuals experiencing homelessness to essential resources like shelter, housing, and problem-solving support. Organizations administering services



through the Homelessness Response System also have access to the ONE System, enabling coordinated care across providers.

10. Can organizations that specialize in younger TAY (under age 25), focus on this population? Likewise, can orgs focus on youth over 25?

Under the Our City, Our Home funding guidelines, Transitional Age Youth (TAY) are defined as individuals aged 18 to 24 experiencing homelessness, with eligibility extended up to age 29 for those who entered the Homelessness Response System before turning 25. Therefore, organizations specializing in serving younger TAY (under age 25) can focus on this population; however, this may present some challenges, as the system is designed to serve eligible youth up to age 29. Exclusively focusing on youth under 25 might limit alignment with the program’s reach to all eligible TAY.

Organizations with experience serving youth aged 18 to 29 will be considered, as they demonstrate the flexibility and expertise to meet the program’s full eligibility criteria. Applicants should clearly outline their experience and rationale for focusing on their selected age group within their application to ensure alignment with funding requirements. This approach helps ensure that services are tailored to the specific needs of the eligible TAY population while supporting the broader program goals.

11. Can contractors invoice HSH for reimbursement for rents paid on the first of the month early to assist with cash flow? How early will HSH accept invoices for payment?

12. In accordance with the Agreement’s Appendix C, Method of Payment, invoices are due within 15 days after the month the service has occurred. Cash advances or prepayments are allowable on certified annual ongoing General Fund or Prop C amounts (i.e., authorized by executed Agreements) in order to meet non-profit Grantee cash flow needs in certain circumstances. Requests for advance payment will be granted by HSH on a case-by-case basis. **What is the required frequency of income certification? P. 7, section C.n. says every three months; P.9, section XI.C says annually.**

The required frequency of income certification is every three months at a minimum.

13. Under the budget template there is a broad category “Direct Client Services”. What does this include exactly? I am reading this to mean anything that is a direct client payment such as Rental Assistance, Deposit Assistance, Move In costs, utility assistance, etc. Please confirm.

Yes, that is correct. The “Direct Client Services” category includes any direct payments or financial assistance provided to clients, such as rental assistance, deposit assistance, move-in costs, and utility assistance. It can also cover expenses like furniture, rental application fees, and landlord incentives. This category is intended to encompass all costs directly benefiting clients to support housing stability and transition.

14. What is the maximum allowed indirect cost percentage?

Please see the Controller’s Office’s [Guidelines for Cost Categorization in Non-Profit Contracts and Grants](#) for guidance on the treatment and allowability of direct and indirect costs in City grants and contacts with nonprofit service providers.

15. Do you want the locations identified in the RFP?

No, specific locations do not need to be identified in the RFP, as this is a scattered site housing program. Households will be housed in units within the private rental market, with locations



identified in partnership with each participant. Participants will then sign their own leases directly with landlords, ensuring flexibility and choice in housing options.

16. RSN has identified at least 174 SRO hotel rooms with private and shared bathrooms. RSN can provide a Letter of Intent - LOI from the property owners to place potential RSN case-managed participants who meet the hotel housing rules.

Thank you for sharing this information. We can provide this to the awarded provider when the lease-up process begins. As a reminder, participants in scattered site programs, such as Rapid Rehousing, sign a lease agreement directly with the private owner of the building and have all the tenant rights of market rate tenants.

17. Do you want master leases or Block rental agreements?

No, master leases or block rental agreements are not required. In this scattered site housing program, participants secure housing in the private rental market and sign their own individual leases directly with landlords.

18. Do you want the program to provide 24/7 desk clerks/case managers?

No, 24/7 desk clerks or case managers are not required for this scattered site housing program. Since participants are housed in individual units within the private rental market, around-the-clock staffing is not necessary unless it is already provided within the building complex. Instead, supportive services, including case management, housing coordination, and landlord liaison services, are provided by the grantees to meet participant needs without 24/7 on-site coverage.

19. Some older SRO hotels do not have elevators and some of our identified locations do.

Thank you for noting this. Some older SRO hotels may not have elevators, while others do. Accessibility considerations are important when identifying suitable scattered site housing options, especially for participants with mobility needs. It's essential to ensure that units are appropriate for each individual's circumstances, so, when possible, locations with elevators should be prioritized for those who would benefit from them. Additionally, scattered site housing options can also provide more accessible housing choices outside of SRO buildings.

20. Is there a limit of subsidies per agency?

No, there is no limit to the number of subsidies an agency can be awarded out of the 285.

21. Are there any neighborhood restrictions?

There are no San Francisco neighborhood restrictions and households can be housed outside of San Francisco, if they prefer. However, it is essential to consider proximity to the Bay Area's BART and public transportation system. The goal is to remove barriers to stability by ensuring that TAY participants can access necessary supportive services and eventually take over their rent in the private rental market. Housing too far from accessible transportation or support services may hinder the effectiveness of support and case management, so locations within reasonable proximity to public transit and service hubs are preferred.

22. What is the suggested ratio for housing case managers to housing participants (ie; 1-15 etc.)

Please refer to page 9 of the solicitation of interest, section XI. Service Requirements, B. Case Management Ratios:

- **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.



23. Are subsidies available to our current program participants who are ready to complete our sober living safe and secure housing program?

Subsidies are available to program participants who are referred through the Coordinated Entry (CE) system. As long as participants have been assessed and have moved through the appropriate referral channels, they may be eligible to receive support through these programs. It's important to note that this solicitation is specifically for the provision of rapid rehousing services, not the referral process itself, which is managed through Coordinated Entry. All referrals must come through CE to ensure participants meet the eligibility criteria and are matched appropriately with available resources.

24. I also have access to housing in San Mateo County.

Thank you for sharing this information. Households can be housed throughout the Bay Area, provided there is accessible public transportation and supportive service networks remain strong and effective despite the location. Ensuring participants can access necessary services is crucial for maintaining stability and support.

25. Are funds available to purchase apartment buildings for permanent housing?

No, the available funds are not designated for purchasing apartment buildings. These funds are intended to support rental assistance, direct client services, and supportive services for households within the private rental market through a scattered site housing model.

26. Is it permissible for applicant organizations to form partnerships or enter into subcontracting arrangements with other organizations to distribute service delivery responsibilities? Specifically, can an applicant organization subcontract with another organization to provide specialized services such as "Housing-Focused Case Management" or any other specific service where the subcontracted organization possesses specialized expertise in that area?

An applicant organization may form partnerships with other organizations to distribute service delivery responsibilities. For example, one agency may administer housing focused case management, and a different agency can administer the housing location, housing coordination, landlord liaison services, and administer subsidies.

Collaborative applications will be accepted; however, they must be submitted as a single application using Appendix 1: SOI Application Template, along with a separate Appendix 2: Budget Template for the associated population(s). Collaborative applications must clearly outline the service delivery structure and specify program responsibilities for each partner, especially where an organization brings specialized expertise, such as in "Housing-Focused Case Management" or other specific services.

27. The solicitation states that all participants will be referred by HSH via Coordinated Entry. Given this requirement, how can service providers best support potentially eligible TAY, including those who are currently incarcerated with a known release date, as well as those experiencing homelessness who are not yet in the Coordinated Entry system? Are there any approved methods for service providers to assist these vulnerable youth in accessing the Coordinated Entry assessment process more efficiently, either pre-release or immediately upon release? Additionally, are there any preliminary support services or resources that providers can offer to these youth while they await formal entry into the Coordinated Entry system and potential referral to the TAY Rapid Rehousing program? For those still incarcerated, what pre-release support or coordination can be provided to ensure a smooth transition into housing upon release?



Yes, all participants will be referred through the CE system. Service providers can still play a role in supporting potentially eligible TAY, including those currently incarcerated or experiencing homelessness who are not yet in the CE system.

Providers can encourage and assist eligible youth in connecting with the CE System access points as soon as possible, either pre-release or immediately upon release. For incarcerated youth with known release dates, providers may work with reentry services to coordinate assessments or referrals promptly after release. Engaging with HSH or CE System access points can provide guidance on approved methods for facilitating efficient entry into the system. Information on accessing CE System services is available at [Get in-person homelessness help in San Francisco](#).

28. Can you clarify the process for extending rental assistance beyond the initial 24-month period, particularly for the parenting TAY program which allows extensions up to 5 years?

RRH rental assistance extensions beyond the initial 24-month period are evaluated on a quarterly basis. These extensions can range from three to six months and are designed to support continued housing stabilization as needed. During these extension periods, housing stability plans remain in effect, with regular updates to ensure participants are progressing toward rent stability.

The goal of Rapid Rehousing is to provide medium-term assistance that empowers households to transition to self-sufficiency as quickly as possible. While extensions are available, the expectation is for all households to exit the subsidy program once they can sustain rent independently. If a household does not need the full 24 months, they should transition to rent stability earlier, aligning with the program’s focus on timely exits and independent stability.

29. Are there any restrictions on using funds for participant incentives or engagement activities specific to TAY populations?

Yes, there are specific guidelines regarding the use of funds for participant incentives or engagement activities for Transitional Age Youth (TAY) populations. Providers must adhere to San Francisco city policies and the Department of Homelessness and Supportive Housing (HSH) regulations. The Controller's Office has issued guidance on purchasing gift cards, which are often used as incentives. Detailed information can be found at [Buying gift cards | San Francisco](#). Incentives may be considered for landlords and program engagement, depending on the program plan and compliance with these policies. It's essential to ensure that any use of funds for incentives aligns with the established guidelines to maintain transparency and proper fund utilization. Awarded agencies must adhere to future policies administered by the City and HSH.

30. What is the maximum subsidy allowed per participant?

The maximum subsidy per participant has not been established as a fixed amount. Instead, the monthly rent subsidy is determined based on Fair Market Rent (FMR), household composition, and the affordability of the unit relative to the participant’s income. This approach allows for flexibility to ensure each participant’s housing costs remain manageable and aligned with local rental market conditions. For more information on FMR values, please refer to [HUD’s Fair Market Rent documentation for 2024](#).

31. The application was released in a nonfillable pdf. Can we receive a word document of the application?

Yes, we can re-upload the application as an editable document for your convenience. Additionally, if you have access to Adobe, it offers an option to convert the PDF into an editable format.

32. Is this an existing contract with a CBO Provider?



No, this is new funding, awarded for this fiscal year, specifically for 285 one-time RRH subsidies. Currently, there is no existing contract with a Community-Based Organization (CBO) that provides services covering these TAY programs outlined in this SOI.

33. Is there allowable and unallowable type of Housing for the RRH, room rental and homeshare allowable? Rented room from a relative?

Yes, there are some guidelines regarding allowable and unallowable types of housing for RRH units. Room rentals and shared housing arrangements, or "homeshare," are allowable options, particularly in high-rent markets where these arrangements can make housing more affordable. However, RRH clients must sign their own lease agreement directly with the property owner or landlord. A minimum one-year lease term is encouraged to help establish stability.

Renting from a relative, while technically possible, is generally discouraged due to potential conflicts of interest and challenges with compliance. If this type of arrangement is considered, it would require a case-by-case evaluation to ensure it meets program requirements and maintains clear boundaries.

Additionally, all housing units must meet habitability standards and, if necessary, accommodate reasonable accommodation requests made by the client.

34. How many providers are you looking to award?

There is no set or specific number of providers we are looking to award. Our focus is on selecting experienced providers, particularly those with specialized services that can deliver adequate and equitable support to the TAY population. We strongly encourage organizations led by POC and smaller CBOs to apply, as we aim to ensure diverse representation and equitable service provision within this program.

35. Section XVI Budget on the bottom of page 15 states Proposal period of March 1, 2024 to June 30, 2026. Please confirm this should be March 1, 2025 to June 30, 2026?

Yes, confirming the proposal start period should be March 1, 2025 to June 30, 2026.

