



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org



London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: JOAN MILLER, DEPUTY DIRECTOR OF FCS
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: MAY 17, 2024

SUBJECT: NEW CONTRACT: **BAYVIEW HUNTERS POINT
FOUNDATION (NON-PROFIT) TO PROVIDE RAPID
HOUSING SERVICES AT HOLLOWAY HOUSE 24-28**

DS
EL

**CONTRACT
TERM:** July 1, 2024 - June 30, 2028

CONTRACT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$2,225,652	\$222,565	\$2,448,217

ANNUAL AMOUNT:	<u>FY24-25</u>	<u>FY25-26</u>	<u>FY26-27</u>	<u>FY27-28</u>
	\$536,016	\$552,096	\$563,138	\$574,401

<u>Funding Source</u> FUNDING: PERCENTAGE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
		\$2,225,652		\$222,565	\$2,448,217
		100%			

The Department of Benefits and Family Support (BFS) requests authorization to enter into a contract with Bayview Hunters Point Foundation (BVHPF) for the period of July 1, 2024 through June 30, 2028, in an amount of \$2,225,652 plus a 10% contingency for a total amount not to exceed \$2,448,217. The purpose of the contract is to provide property management and residential services at 538 Holloway.

Background

Since 2014, the duplex located at 538 Holloway Avenue in the Oceanside Merced Ingleside neighborhood has been in use as temporary housing for families in the child welfare system. Bringing Families Home (BFH) program participants who need immediate housing have the option of residing at 538 Holloway.

This accommodation serves as bridge housing in which families can transition from homelessness and unstable housing situations to temporary stable housing with their children within San Francisco through the BFH Program. Many families residing at Holloway House are in reunification and supportive programming provides an opportunity to connect with assigned workers, community-based services, and to experience trial visits with their children.

On-site programming and case management with the assigned Homeless Prenatal Program Housing Specialist creates a stable environment for parents and their children on their journey toward acquiring permanent housing.

Services to be Provided

Bayview Hunters Point Foundation (BVHPF) will provide the following services:

1. *Holloway Avenue Residential Counselors.* BVHPF monitors the safety and well-being of resident families, ensures that they are following agreed-upon house rules, monitors that no inappropriate visitors are allowed in the building, facilitates civil relationships between residents, intervenes in crises, and notifies the child welfare worker and the Homeless Prenatal Program of continuing family needs and concerns.

2. *Facility Health and Safety:* The residential staff will continue to communicate expectations to families, be responsive to reasonable concerns, and will model problem-solving approaches to the daily concerns and conflicts that arise when living with housemates. When families are unable to follow house rules, unable to use the housing opportunity productively, or when families undermine the safety and well-being of other residents, BVHPF communicates with the Homeless Prenatal Program and the HSA child welfare staff to determine appropriate actions.

3. *Communication:* As appropriate, the BVHPF staff participates in weekly case conference meetings with HSA and the Homeless Prenatal Program, coordinating communication with the family and sharing any concerns or developments.

4. *Building Maintenance/Repairs and Janitorial Maintenance:* BVHPF is responsible for notifying HSA support services to request basic building maintenance services including minor repairs, for the cleanliness of the common areas, and will provide some basic household supplies i.e. kitchen and cleaning supplies and supplies in-common.

5. *Service Population / Capacity:* Holloway House can serve up to 10 unduplicated families (including children) annually with no more than 5 families at any one time.

Selection

Contractor was selected through Request for Proposals #1096 Property Management and Residential Counseling Services, which was competitively bid in January 2024.

Funding

Funding for this contract is provided entirely by State funds.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B – Budget

Appendix A: Scope of Services to be Provided
Bayview Hunters Point Foundation
Rapid Housing at Holloway House
7/1/2024 to 6/30/2028

I. Purpose of Contract

The purpose of this contract is to provide residential management services to occupants of a temporary family housing building, to be located at 538 Holloway Avenue in San Francisco.

II. Definitions

Contractor	Bayview Hunters Point Foundation
BFH	Bringing Families Home
BFS	Department of Benefits and Family Support
FCS	Family & Children’s Services, a division of HSA
Homeless Families	<p>The term “homeless” includes individuals or families who lack a fixed, regular, and adequate nighttime residence and who have a primary nighttime residence in one or more of the following categories:</p> <p>(1) Shelter</p> <p>-Anyone staying in a mission or homeless or domestic violence shelter, i.e., a supervised public or private facility that provides temporary living accommodations.</p> <p>-Anyone displaced from housing due to a disaster situation.</p> <p>(2) Street</p> <p>-Anyone staying outdoors; for example, street, sidewalk, doorway, park, freeway underpass.</p> <p>(3) Vehicle</p> <p>-Anyone staying in a car, van, bus, truck, RV, or similar vehicle.</p> <p>(4) Make-Shift</p> <p>-Anyone staying in an enclosure or structure that is not authorized or fit for human habitation by building or housing</p>

	<p>codes, including abandoned buildings (“squats”) or substandard apartments and dwellings.</p> <p>(5) Doubled-Up</p> <ul style="list-style-type: none"> -Anyone staying with friends and/or extended family members (excluding parents and children), because they are otherwise unable to obtain housing, or -Any family with children staying in a Single Room Occupancy (SRO) hotel room –whether or not they have tenancy rights, or - Anyone staying in temporary housing for less than 6 months, and the accommodations provided the person are substandard or inadequate, for example, garage, small room, overly crowded space. <p>(6) Transitional</p> <ul style="list-style-type: none"> -Anyone staying in a Single Room Occupancy (SRO) hotel room without tenancy rights, or -Anyone formerly homeless (formerly in one of the above categories) who is now incarcerated, hospitalized, or living in a treatment program, half-way house, transitional housing or - Anyone formerly homeless (formerly in one of the above categories) who has obtained supportive housing or permanent housing for less than 30 days.
HSA	San Francisco Human Services Agency
Homeless Prenatal Program	The non-profit agency contracted separately from this RFP to provide intensive wrap-around case management services, housing search assistance, and after-care for the families staying temporarily in the 538 Holloway Avenue building.
Operations	Operations is defined as the infrastructure of the program including the daily provision of administration, maintenance, utilities, furnishings, operational program supplies, food, clothing, security, and program equipment.
Residential Counseling	On-site (24 hours a day, with 24 hour on call availability as well) residential counselor(s) expected to manage the house rules, monitor who is in the house, facilitate civil relationships between residents, intervene in crises, and alert the Homeless Prenatal Program about observed family needs.

III. Target Population

The target population for this service is families with open cases in the child welfare system who have been identified as homeless, have children with them, and have been referred by the Homeless Prenatal Program in consultation with HSA.

IV. Description of Services

Contractor shall provide the following services during the term of this contract:

Residential Counselors:

The temporary family housing building will be staffed by trained residential counselors. Counselors will:

- Monitor the safety and well-being of resident families
- Ensure that resident families follow agreed upon house rules
- Ensure that no inappropriate visitors are allowed in the building
- Facilitate civil relationships between residents
- Intervene in crises
- Notify the Homeless Prenatal Program and Human Services Agency of continuing family needs and concerns

Any changes or proposed reductions of the staffing of the facility must be approved in writing by the HSA program manager.

Facility Health and Safety:

The Contractor will develop and maintain detailed and reasonable house policies and protocols - to be approved by HSA and annually reviewed at site visit - for the operations of the residence and the standards of behavior for the families. The residential counselors will communicate expectations to families, be responsive to reasonable concerns, and will model problem-solving approaches to the daily concerns and conflicts that arise when living with housemates. When families are unable to follow house rules, unable to use the housing opportunity productively, or when families undermine the safety and well-being of other residents, the Contractor will communicate with the Homeless Prenatal Program and the HSA child welfare staff to determine appropriate actions.

If a family does need to be evicted, the Homeless Prenatal Program will inform the family and make necessary arrangements for them to move. If a family becomes combative or otherwise endangers other residents, the vendor will be prepared to intervene in the on-site crisis, to mediate conflicts between residents, and to ensure a safe environment for children.

Communication

As appropriate, the Contractor will participate in weekly case conference meetings with HSA and the Homeless Prenatal Program, coordinating communication with the family and sharing any concerns or developments. When an incident has occurred that compromises the safety and well-being of the families staying at 538 Holloway, the Contractor will notify the HSA Protective Service Worker and the Homeless Prenatal Program within a 12-hour period.

Building Maintenance/Repairs

The Contractor will need to manage basic building maintenance and repairs – e.g. painting of the interior if necessary, fixing the back fence, child-proofing, obtaining new appliances including washing machines and refrigerators, installing security cameras, CO2 detectors, new carpets and floors, and double-paned windows -- before the facility is occupied by families. These improvements will be conducted in close coordination with HSA.

The Contractor will be responsible for notifying HSA support services to request basic building maintenance services including minor repairs.

Janitorial Maintenance

The Contractor will be responsible for the cleanliness of the common areas and exterior of the building. The Contractor's Residential Counselors will provide light cleaning in these areas (dusting, vacuuming, etc.) The residents of the facility will be responsible for cleaning the kitchens and bathrooms as well as their units. The Contractor will provide some basic kitchen supplies, cleaning supplies and supplies in-common such as trash bags and toilet paper.

Food

Families are expected to assume the responsibility for purchasing their own food and household supplies. The contractor will not be responsible for collecting rent.

V. Objectives

Service Objectives

- The Contractor will maintain **24-hour** staffing coverage provided by qualified, trained staff at all times.
- The Contractor will ensure that site is clean and maintained, and that minor repairs are completed within five (5) working days.
- Participant Survey

All exiting residents need to complete the Participant Survey. The Contractor will develop and administer an exit survey, approved by HSA/FCS, to measure the quality of residential services. All families exiting the facility will have the opportunity to complete the exit

survey, although completing the survey is voluntary. The Contractor will maintain copies of these surveys and make them available to HSA upon request.

Outcome Objectives

A minimum of **75%** of the families who exit the facility and complete an exit survey will rate the Contractor as good or excellent on orienting them to the program operations and house rules. HSA must approve the survey instrument prior to its use.

Provide an orderly, safe environment.

Maintaining a clean space that is in good repair.

VI. Location and Time of Services

Services will be provided at 538 Holloway Ave in San Francisco. The Contractor will have staff on site **24 hours per day, 7 days per week, and 365 days per year.**

VII. Contractor Responsibilities

- A.** Ensure that all known or suspected instances of child abuse and neglect are reported as required by law. Employees are mandated reporters for suspected child abuse or neglect.
- B.** Ensure all employees of this contract are TB tested and retain information on tests in their personnel files.
- C.** Conduct criminal background checks on all employees and shall arranged to receive subsequent criminal notifications if an employee is convicted of a crime during the time of his or her employment.
- D.** Be familiar with FCS practices and policies such as the California Core Practice model. Information on the CPM can be found here: <http://calswec.berkeley.edu/California-child-welfare-core-practice-model>.
- E.** Contractor shall maintain the confidentiality of all client records. Identifying information about clients may only be disclosed, even within the Contractor's organization, for the express purpose of providing services. The Contractor shall maintain all client records in a secure, locked location. Electronic records must be encrypted and password protected at all times.
- F.** Contractor shall make prompt reports to SFHSA, within 8 hours, regarding any deaths, serious violence or emergencies involving police, fire or ambulance calls or removal or children by Child Protective Services using the Critical Incident Report form.

VIII. Reporting Requirements

- A.** Contractor will provide a quarterly report of activities, referencing the tasks as described in Section VI and VII, the Service and Outcome Objectives. Contractor will enter the

quarterly metrics in the CARBON database by the 30th of the month following the end of the quarter for the objectives above.

- B.** Contractor will provide Ad Hoc reports as required by the Department.
- C.** For assistance with reporting requirements or submission of reports, the Contractor will contact:

Elizabeth Leone
Contract Manager
Elizabeth.Leone@sfgov.org

Vladlena Gulchin
Program Support Analyst
Vladlena.Gulchin@sfgov.org

Geoffrey Nagaye
Acting Program Manager
Geoffrey.Nagaye@sfgov.org

IX. Monitoring Activities

Program Monitoring: will include review of client eligibility, and back-up documentation for: reporting progress towards meeting service and outcome objectives, staff coverage, including staff training and qualifications, process for orienting families to the program, and a review of any grievance reports. Program monitoring will also include the measures used to protect client information, and the review of survey instruments used to measure client satisfaction. The program monitor may observe the facilities and staff/client interactions to assess service quality.

Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Contractor's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Name Bayview Hunters Point Foundation						Term 7/1/2024 - 6/30/2028					
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>											
If modification, Effective Date of Mod. _____ No. of Mod. _____											
Program: Rapid Housing at Holloway House 24-28											
Budget Reference Page No.(s)		Y1		Y2		Y3		Y4		Y1-Y4 Total	
Program Term		7/1/24 - 6/30/25		7/1/25 - 6/30/26		7/1/26 - 6/30/27		7/1/27 - 6/30/28		7/1/2024 - 6/30/2028	
Expenditures											
Salaries & Benefits		\$443,125		\$456,419		\$465,281		\$474,144		\$1,838,969	
Operating Expenses		\$21,236		\$23,664		\$24,404		\$25,335		\$94,639	
Subtotal		\$464,361		\$480,083		\$489,685		\$499,479		\$1,933,608	
Indirect Percentage (%)		15%		15%		15%		15%		15%	
Indirect Cost		\$69,655		\$72,013		\$73,453		\$74,922		\$290,043	
Capital/Subcontractor Expenditures		\$2,000								\$2,000	
Total Expenditures		\$536,016		\$552,096		\$563,138		\$574,401		\$2,225,652	
HSA Revenues											
HSA Baseline Funding (100% State funds)		\$536,016		\$536,016		\$536,016		\$536,016		\$2,144,064	
FY26 CODB @ 3%				\$16,080		\$16,080		\$16,080		\$48,240	
FY27 CODB @ 2%						\$11,042		\$11,042		\$22,084	
FY28 CODB @ 2%								\$11,263		\$11,263	
Total HSA Revenues		\$536,016		\$552,096		\$563,138		\$574,401		\$2,225,652	
Non HSA Revenues											
Total Non HSA Revenues											
TOTAL HSA AND NON HSA REVENUES		\$536,016		\$552,096		\$563,138		\$574,401		\$2,225,652	
Full Time Equivalent (FTE)		10.75		10.75		10.75		10.75		43.00	
Prepared by:										Date:	
HSA-CO Review Signature:											
HSA #1											

Salaries & Benefits Detail

Salaries & Benefits	Agency Totals		HSA Program		Y1	Y2	Y3	Y4	Y1-Y4 Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/2024 - 6/30/2028
Position Title					Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Program Director	\$75,000	1.00	30%	0.30	\$22,500	\$23,175	\$23,625	\$24,075	\$93,375
House Manager	\$68,000	1.00	100%	1.00	\$68,000	\$70,040	\$71,400	\$72,760	\$282,200
Maintenance/Custodial Technician	\$40,000	1.00	50%	0.50	\$20,000	\$20,600	\$21,000	\$21,400	\$83,000
Monitors	\$50,000	3.50	100%	4.00	\$200,000	\$206,000	\$210,000	\$214,000	\$830,000
Residential Case Manager	\$55,000	1.00	80%	0.80	\$44,000	\$45,320	\$46,200	\$47,080	\$182,600
Division Director of Housing & Homelessness (In Kind)	\$135,000	0.10							
Facilities Maintenance Director (In Kind)	\$95,000	1.00							
Quality Assurance Coordinator (In Kind)	\$75,000	0.15							
Licensed Clinician (In Kind)	\$90,000	1.00							
Certified Substance Use Counselor (In Kind)	\$55,000	1.00							
Totals	\$738,000	10.75	360.00%	6.60	\$354,500	\$365,135	\$372,225	\$379,315	\$1,471,175
Fringe Benefits Rate	25.00%								
Employee Fringe Benefits	\$184,500				\$88,625	\$91,284	\$93,056	\$94,829	\$367,794
Total Salaries and Benefits	\$922,500				\$443,125	\$456,419	\$465,281	\$474,144	\$1,838,969
HSA #2									

Operating Expense Detail

	Y1	Y2	Y3	Y4	Y1-Y4 Total
	<u>7/1/24 - 6/30/25</u>	<u>7/1/25 - 6/30/26</u>	<u>7/1/26 - 6/30/27</u>	<u>7/1/27 - 6/30/28</u>	<u>7/1/2024 - 6/30/2028</u>
Operating Expenses					
<u>Expenditure Category</u>					
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$13,000	\$13,000	\$13,200	\$13,500	\$52,700
Office Supplies, Postage	\$500	\$1,000	\$1,000	\$1,200	\$3,700
Building Maintenance Supplies and Repair	\$3,800	\$5,000	\$5,500	\$5,730	\$20,030
Printing and Reproduction					
Insurance	\$3,500	\$3,500	\$3,500	\$3,700	\$14,200
Licenses and Fees					
Staff Training	\$436	\$1,164	\$1,204	\$1,205	\$4,009
Staff Travel					
Rental of Equipment					
<u>Consultants/Subcontractors</u>					
<u>Other</u>					
Total Operating Expenses	\$21,236	\$23,664	\$24,404	\$25,335	\$94,639

HSA #3

Capital & Subcontractor Expenditure Detail

HSA Capital Expenditure	Y1	Y2	Y3	Y4	Y1-Y4 Total
<u>Equipment (Qty)</u>	<u>7/1/24 - 6/30/25</u>	<u>7/1/25 - 6/30/26</u>	<u>7/1/26 - 6/30/27</u>	<u>7/1/27 - 6/30/28</u>	<u>6/30/2028</u>
1 TV, 2 Desktop Computers	\$2,000				\$2,000
Total Equipment Cost	\$2,000				\$2,000
<u>Remodeling</u>	<u>7/1/24 - 6/30/25</u>	<u>7/1/25 - 6/30/26</u>	<u>7/1/26 - 6/30/27</u>	<u>7/1/27 - 6/30/28</u>	<u>6/30/2028</u>
Safety Equipment (Fire Extinguisher, Smoke & Co2 Detectors, First Aid Kits, etc)					
Appliances manage in collaboration w/HSA Standards					
Security System & Walkie Talkies					
Total Remodeling Cost					
<u>Subcontractor</u>	<u>7/1/24 - 6/30/25</u>	<u>7/1/25 - 6/30/26</u>	<u>7/1/26 - 6/30/27</u>	<u>7/1/27 - 6/30/28</u>	<u>6/30/2028</u>
Painting & Minor Repairs					
Mission Linens					
Furniture & Household Items					
Total Subcontractor Cost					
Total HSA Capital & Subcontractor Expenditure	\$2,000				\$2,000
HSA #4					