



MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: DANIEL KAPLAN, DEPUTY DIRECTOR
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *[Signature]*

DATE: JANUARY 17, 2020

SUBJECT: NEW GRANT: **MISSION ECONOMIC DEVELOPMENT AGENCY (MEDA)** (NON-PROFIT): HOUSING LOCATOR SERVICES FOR INDIVIDUALS & FAMILIES DISPLACED FROM HAZARDOUS HOUSING

GRANT TERM: 01/01/2020 – 06/30/2022

	<u>New</u>		<u>Contingency</u>		<u>Total</u>
GRANT AMOUNT:	\$250,000		\$25,000		\$275,000

	<u>FY 19/20</u>	<u>FY 20/21</u>	<u>FY 21/22</u>
ANNUAL AMOUNT:	\$50,000	\$100,000	\$100,000

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
Funding Source					
FUNDING:	\$250,000			\$25,000	\$275,000
PERCENTAGE:	100%				100%

The Department of Human Services (DHS) requests authorization to enter into a new grant agreement with Mission Economic Development Agency (MEDA) from the period of January 1, 2020 through June 30, 2022, in an amount of \$250,000 plus a 10% contingency for a total amount not to exceed \$275,000. The purpose of the grant is to provide housing locator services to displaced tenants, who were ordered to vacate by the Department of Building Inspection and/or the Fire Department, due to hazardous, life-threatening housing conditions.

Background

The City of San Francisco works diligently to address the unique challenges of tackling unsafe housing in San Francisco where residents are exposed to hazardous housing conditions, and therefore must rigorously enforce code provisions designed to ensure safety in housing. However, it must also seek to mitigate the collateral impact of upholding housing safety on its most vulnerable residents through code enforcement efforts that result in their displacement.

On January 09, 2018 the San Francisco Board of Supervisors approved an amendment to the San Francisco Administrative Code adding Section 10.100-343 to establish the Tenant Assistance Fund for Hazardous Housing. The fund's purpose is to assist tenants displaced from their residences by administrative orders to vacate by the Department of Building Inspection and/or the Fire Department. It is expected that displaced tenant referrals will likely be intense and intermittent. Historically, when a property is found to be uninhabitable, upwards of 20 clients may be forced to vacate the property.

Upon being ordered to vacate, displaced tenants may be placed in an emergency shelter or short-term hotel stay while temporary housing is identified. This grant will be utilized to assist the transfer process from the displaced tenant's temporary housing to obtaining permanent legal housing within the 24 months in which they are eligible to receive housing subsidy assistance.

Services to be Provided

Under this grant, MEDA will administer a housing locator program with the following three components:

1. Client Referral Intake- Displaced tenant(s) are referred to MEDA's Housing Opportunities Program (HOP) through email referrals, to which, MEDA will respond to within 48 hours. Client Referral Intake includes Financial & Housing assessments of the referred client(s).
2. Client Coaching and Housing Plan- case management and rehousing plan are mandatory for eligible funding of hazardous housing clients who must also show good-faith, verifiable efforts in making progress toward program goals. These goals include but are not limited to:
 - a. Actions to increase income and access to other available resources, which help lower overall household expenses.
 - b. Efforts to access more affordable housing, including applying to appropriate waitlists.
3. Permanent Housing Relocation- MEDA will assist the referred client(s) in finding safe and livable housing in San Francisco.

Selection

Grantee was selected through San Francisco Administrative Code Section 21.6 which establishes that if a solicitation for services receives no responsive and responsible offers, the contracting officer may procure the services from any source. RFP 807-Case Management and Housing

Locator Services for Vacated Tenants of Uninhabitable Housing was issued August 28, 2018. While there were agencies who attended the pre-proposal conference, no agency submitted a proposal by the RFP's deadline. Staff reached out to multiple providers afterwards, but only MEDA agreed to submit a proposal for the services of the RFP.

Funding

This grant is 100% Local General Fund.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B - Budget

Appendix A- Services to be Provided
Effective January 1, 2020 to June 30, 2022

Mission Economic Development Agency (MEDA)
Housing Locator Services for Individuals & Families Displaced from Hazardous Housing

I. Purpose of Grant

This Grant is designed to assist displaced tenants, who were ordered to vacate by the Department of Building Inspection and/or the Fire Department, due to hazardous, life-threatening housing conditions. Upon being ordered to vacate, displaced tenants may be placed in an emergency shelter or short-term hotel stay while temporary housing is identified. This grant will be utilized to assist the transfer process from the displaced tenant's temporary housing to obtaining permanent legal housing within the 24 months in which they are eligible to receive housing subsidy assistance. The grantee will provide displaced tenants with an intake assessment, a housing plan, and permanent legal housing options within the displaced tenant's means.

II. Definitions

BDP	Business Development Program
BMR	Below Market Rate
CARBON	Contracts, Administration, Reporting, and Billing On-Line System
City	City and County of San Francisco, a municipal corporation.
DAHILA	Database of Affordable Housing and Information and Listing Applications
DISC	Debt, Income, Savings, Credit
DHS	San Francisco Department of Human Services, a division of HSA.
Grantee	Mission Economic Development Agency (MEDA)
HSA	San Francisco Human Services Agency
HOP	Housing Opportunity Program
MEDA	Mission Economic Development Agency
MOHCD	Mayor's Office of Housing and Community Development
TAX	Tax preparation assistance
Uninhabitable Housing	Property in a condition that is unfit for the occupation of human beings. The property does not comply with the building and

housing code standards that materially affect a tenants health and safety

WFD

Workforce Development

III. Target Population

Individuals and families, earning up to 100% of the Area Median Income(AMI), ordered to vacate their housing by either the San Francisco Fire Department or the Department of Building Inspection because of habitability issues.

IV. Eligibility Criteria

- Ordered to vacate by either the San Francisco Fire Department or the San Francisco Department of Building Inspection.
- Income requirements are 100% AMI or below.
- Tenants are capped for cash assets at \$15,000.
- Services provided primarily in English and Spanish and are culturally appropriate. For referrals of clients unable to communicate in either English or Spanish, every effort will be made to provide oral in-person translation services in languages other than English or Spanish.
- Tenants must agree to participate in the program and engage in case management.

V. Description of Services

The Hazardous Housing program shall include the following three components:

1. Client Referral Intake
2. Client Coaching and Housing Plan
3. Permanent Housing Relocation

A. Client Referral Intake

Displaced tenants will be referred to MEDA's Housing Opportunities Program (HOP) through email referrals, to which, MEDA will respond to within 48 hours. In the case of a large number of tenants being displaced, MEDA will participate in a large intake session with participants to directly meet with them. Clients will have a baseline assessment with a HOP coach, who will create an action plan tailored to the needs of the family, including next steps. The coaching session will take about 1.5 hours to fill out forms and provide a baseline assessment on their Housing and Financial needs.

1. *Financial Assessment*: DISC evaluation, financial product recommendations, referral to financial institutions and other MEDA programs (e.g. WFD, BDP, TAX), action plan creation based on clients' needs and future independence from the subsidy offered by HSA.
2. *Housing Assessment*: Identification of Household (HH) size, Annual Gross Income, Assets (based on Financial Assessment).
 - Will support with applications to BMR Affordable Rental opportunities offered by MOHCD: Dahlia account creation and applications.

- Will review the process with the client and teach them to apply on their own.
- Will provide support with the interview process after the client is selected by the lottery.
- If eligible, the coach will help the client apply to displacement certificates and housing subsidies provided by other agencies.
- Inclusion of housing assessment into the action plan. The action plan will allow the client to work on becoming “Rental Ready”.

B. Client Case Management: Coaching and Housing Plan

Entrance into and maintenance of case management and rehousing plan will be mandatory for eligible funding of hazardous housing clients who must also show good-faith, verifiable efforts in making progress toward program goals. These goals include but are not limited to:

- Actions to increase income and access to other available resources, which help lower overall household expenses.
- Efforts to access more affordable housing, including applying to appropriate waitlists.

The grantee will be familiar with other community organizations and assist clients in connecting with other organizations as needed.

The grantee will work collaboratively with other community organizations presently working with the client and additional ones who can provide specific expertise.

The action plan created on the baseline will have a follow-up appointment, set within the three months following the first meeting. The client and coach could meet more often if necessary. The client will sign an agreement to work with a MEDA coach for at least a year. Each follow-up will be up to one hour. Under the coaching model, the client drives the conversation and creation of the action plan, while the coach provides support, guidance, and information. This model empowers clients and allows them to achieve their personal goals. The success of achieving goals are mostly in the client's hands. The coach provides a safe and professional space that supports the client to thrive.

C. Permanent Housing Relocation

Grantee shall assist the referred client in finding safe and livable housing in San Francisco:

- Housing placement in housing locally
- Shared housing (Roommates).

Placements are dependent on the housing market, income capacity and, not limited to BMR Affordable Opportunities. MEDA coaches will support client’s capacity, with a Plan A and B, to increase the chance of obtaining long term safe and livable housing in San Francisco.

Plan A: Apply to Market Rate units and successfully move in.

Plan B: Continuously apply to Dahlia for affordable rental opportunities.

Plan C: Permanent safe and livable housing within the client’s income ability.

Grantee shall perform 3, 6, 9 and 12-month post-housing placement surveys/check-ins.

VI. Location and Time of Services

Grantee shall provide contracted services at MEDA's offices, located at 2301 Mission Street, Suite 301 San Francisco, CA 94110.

Services are to be provided five days a week, between the hours of 9:00 am and 5:00 pm, some evenings and weekends, and at other times when necessary to best serve the needs of tenants. MEDA may meet with tenants when they are in a shelter or at a service center.

VII. Service Objectives

The grantee will work toward identifying stable housing opportunities for displaced tenants of uninhabitable housing by meeting the following service objectives:

- A. Verifiable attempt to make contact with 100% of Hazardous Housing Referral Clients within 48 hours of referral.
- B. At least 90% of referred clients who enter the program will indicate that they were contacted within 48 hours of referral.
- C. Of the referrals who agree to enter the program, 80% will be evaluated and sign off on a housing plan within 90 days of the referral's acceptance into the program.
- D. 90% of Hazardous Housing Referral Clients will be offered three housing options within their current means within 12 months of the housing plan's acceptance.

VIII. Outcome Objectives

On an annual basis and as needed Grantee will report progress toward the following outcome objectives:

A. Referral Outcomes:

1. At least 90% of clients who have a Legal Housing Relocation Plan constructed will indicate that they were evaluated and presented their housing plan within 90 days of the initial evaluation.
2. At least 90% of Hazardous Housing Referral Clients will indicate that they were presented three housing options within their current means within 12 months of accepting their housing plan.
3. At least 80% of Hazardous Housing Referral Clients who agree to their Legal Housing Relocation Plan will indicate that the program has increased their knowledge and confidence in being able to find legal housing options.
4. At least 70% of Hazardous Housing Referral Clients who agree to their Legal Housing Relocation Plan are no longer receiving temporary housing assistance within 12 months of the acceptance of the plan.

IX. Reporting Requirements

The grantee will provide a **quarterly** report of activities, referencing the tasks as described in Section VII & VIII - Service and Outcome Objectives. The grantee will enter the quarterly metrics in the CARBON database by the 15th of the month following the end of the quarter.

The grantee will provide an **annual** report summarizing the grant activities, referencing the tasks as described in Section VII & VIII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. The grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

The grantee will provide Ad Hoc reports as required by the Department.

X. Monitoring Activities

A. Program Monitoring

Program monitoring will include a site visit, review of quarterly and annual reports, and review of case files and back-up documentation verifying progress towards meeting service and outcome objectives.

B. Fiscal Compliance and Grant Monitoring

Fiscal monitoring will include a 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 policy manual, supporting documentation for selected invoices, cash receipts, and disbursement journals. The compliance monitoring will include a review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

Appendix B- Calculation of Charges

Mission Economic Development Agency (MEDA)
Housing Services for Families Displaced from Hazardous Housing
January 1, 2020 –June 30, 2022

I. Budget

The annual budget is estimated at \$100,000. The 2.5 year budget under this agreement is **\$250,000 with a 10% contingency for a total amount not to exceed \$275,000.**

II. Payment Total

Based on existing staff capacity and the time necessary to work with clients, MEDA will charge a maximum fee of \$3,000 per adult individual who receives services in relation to this work and grant.

III. Payments

A. Payments will be divided into three payments which reflect the three milestones outlined in Appendix A Section V :

- Client Referral Intake= \$800
- Client Coaching and Housing Plan= \$1000
- Permanent Housing Relocation=\$1200

Total Reimbursement = \$3,000

B. Translation- For referrals of clients unable to communicate in either English or Spanish, up to \$5,000 annually will be available for costs associated with oral in-person translation services in languages other than English or Spanish.