



Program Summary

Proposed Drop-In Center @ 730 Stanyan

Stanyan Drop-In

Overview

The San Francisco Department of Homelessness and Supportive Housing (HSH) is seeking a provider to operate the Stanyan Drop-In Center, which is designed to serve adults experiencing homelessness in the Haight neighborhood and surrounding communities, with a focus on services for the Transitional Aged Youth (TAY), aged 18 to 24.

Funding for the Stanyan Drop-In Center is \$90,000 for fiscal year (FY) 21-22 and \$133,000 for FY 22-23. This funding should primarily cover staffing for the program. These staff should be available to provide information and referral services to support individuals in accessing other resources within the San Francisco Homelessness Response System (HRS). The program will utilize a harm-reduction approach and potentially be able to provide harm reduction supplies and resources to the served population.

HSH strongly encourages responses from providers with leadership of color, along with providers who demonstrate a strong commitment and cultural responsiveness to the TAY community.

The Drop-In Center agreement is tentatively scheduled to begin in October 2021 with the program open date slated for late October 2021.

Program Design and Parameters

The City is preparing to open a temporary drop-in center in the existing parking lot at 730 Stanyan, San Francisco.

- The site shall serve individuals experiencing homelessness who drop-in to the site to request services. The goal of the program is to connect these individuals with services in the San Francisco Homeless Response System (HRS).
- The program shall be open five days per week, eight hours per day, ideally from 11:00 am to 7:00 pm.
- Program staff shall include one site lead and at least one drop-in staff.
- There shall be 24/7 site security funded through another City agency.
- The main service area shall be a tent with table(s) set up in the parking lot.
- The program shall provide services including, but not limited to, information and referral, hygiene supplies, and harm reduction supplies and resources.
- The program staff may be required to utilize the ONE System database.

Access

Anyone aged 18 and over may access the services by dropping in during operating hours.

Service and Outcome Objectives

Annual objectives include:

- 90 percent of guests with referral needs shall be provided information and referrals related to benefits, employment, health, and related transportation support if needed.
- Administer a quarterly satisfaction survey and achieve at least a 50 percent response rate for guests.
- 80 percent of guests responding to satisfaction surveys will rate the quality of service as satisfactory or better.

Program Budget

The fixed budget limit for this program is \$90,000 for FY 21-22 and \$133,000 for FY 22-23. It is based on a staffing structure described above. A provider may offer a different staffing structure in a proposed budget, but the overall cost of the proposed provider budget should not exceed \$90,000 for FY 21-22 and \$133,000 for FY 22-23.

Negotiations with the potential provider will occur after 9/17/2021 once HSH has received proposals from interested providers.

Outside program staff should not be included in the budget but may partner for onsite services (e.g. Department of Public Health providers, Human Services Agency (HSA) benefits staff, Adult, Transition Age Youth and Family Coordinated Entry organizations).

How to Submit Interest in Being the Provider

- HSH is looking for a provider who will provide the best overall value and highest quality guest services.
- The provider must have experience working with the TAY community.

Interested providers must submit the following information via email to lisa.rachowicz@sfgov.org with the subject "730 Stanyan Drop-In Center Interest" by noon on Friday, September 17, 2021:

1. Agency Contact Information: Name, key contact personnel, address and contact information for the agency submitting the budget in the body of your email.
2. Proposed Budget and Narrative:
 - a. Confirm that your annual budget will not exceed \$90,000 for FY 21-22 and \$133,000 for FY 22-23.
 - b. Submit a proposed budget, including budget narrative, attached to your response email in Excel format. If a 12-month budget equal or less than this not-to-exceed amount cannot be negotiated, HSH may select another provider. The final program budget will be refined and finalized during the negotiation process once a provider is chosen. **Please use the blank budget template document provided by HSH for the proposed budget.**



3. Please describe your relationship to, knowledge of and experience working with the TAY community. Please also include your approach and practices in working with youth of color.
4. Please describe the program model and services you envision providing at this drop-in center, and how you see these services supporting the served population.

