



## Informal Solicitation

# Supportive Services for the Candlestick Safe Parking Program

### Overview

The Department of Homelessness and Supportive Housing (HSH) is seeking an agency to provide the Supportive Services at the Candlestick Safe Parking Program. The chosen provider will staff the support services team, which is comprised of case managers and a case management supervisor. The provider will partner with another CBO agency providing the operations staff and services for the site, although both agencies will hold separate contracts with the City and County of San Francisco. The operations partnering agency will staff the program director position for the Safe Parking Program. HSH strongly encourages responses from providers with leadership of color and providers dedicated to services in the Bayview Hunters Point community.

### Program Design and Parameters

The Safe Parking Program at Candlestick Point State Recreation Area (SRA) is designed to provide a safe place for people sheltering in their vehicles to park without the risk of citation, while accessing services, and connecting to housing resources to exit homelessness. Once open, the site will have space for up to 155 vehicles (and 177 guests), including 86 occupied RVs, 32 occupied passenger vehicles, and an additional 37 secondary vehicles with no occupants. The site will also include 9 accessible parking spaces and a family zone. Site amenities will include fencing, electricity, blackwater pumping, offices and meeting space, mobile showers, toilets, laundry, lighting, and pedestrian and vehicle gates for entry and exit. Services will include case management and 24/7 staffing and security.

The City and County of San Francisco will open the Safe Parking Program in three distinct phases. The first two phases will focus on outreach and engagement of the vehicle encampments surrounding Candlestick SRA. The first phase is underway, and the second phase is scheduled to begin in November 2021. Many of these vehicles outreached in the first two phases will be welcomed into the Safe Parking program once it is opened in the third phase.

The third phase of the Safe Parking Program is tentatively scheduled to open in early 2022. During this phase, the program will begin intaking new guests, most of whom will be referred from Phase I and Phase II outreach efforts. The Supportive Services will also begin during this third phase. The target population will include single adults, couples, and families living in vehicles in the area surrounding Candlestick SRA. People cannot drive up to the program and access the site. Program access is by invitation only. By managing the intake process through invitation only, the City hopes to minimize any possible “magnet” effect of the program and mitigate encampment activity.

Once accepted into the Safe Sleep Program, guests will have access to significant amenities, services, and resources. The program will include:

### Operations (provided by other CBO provider)

- 24/7 security and staffing with a target 1:30 staff to client ratio
- Electricity
- Solar lights for site lighting
- Showers
- Bathrooms and sanitation stations
- Blackwater pumping
- Security cameras
- Pedestrian and vehicle gates for controlled entry/exit and privacy screening/fencing
- Trash, recycling, and compost area
- WiFi internet access
- Designated parking area, restrooms, and showers for families
- Security/reception desk

### Supportive Services

- Supportive Services case management staffing with a target 1:40 staff to client ratio (provided by Supportive Services provider)
- Confidential meeting space for case management meetings with clients (provided by HSH during construction)

### **Services Provided**

This informal solicitation is specifically requesting interest from providers who propose to provide the supportive services at the Safe Parking Program.

The Safe Parking Program supportive services team shall be comprised of 4 case managers and 1 case management supervisor. It is ideal for the case management supervisor to have clinical training and experience to support the team in working with persons with complex behavioral health needs. This team will provide services in both a mobile model and office-based service model. Upon the opening of the program in Phase 3, the case management offices will not be ready to utilize. The supportive services provider will operate onsite using a mobile case management model, without dedicated onsite offices. This team may use tablets and other mobile devices to perform their work. Once the case management offices are ready for occupancy, likely a few months after opening, the case management team will switch to an onsite office-based model of case management.



The supportive services provider shall provide, at minimum, the following Safe Parking Support Services and incorporate a harm reduction model. Support Services shall include, but are not limited, to the following:

1. Mobile and in-office services: Upon opening of the program, the Grantee will phase in mobile case management
2. Intake: Grantee shall conduct an intake, and make any updates, to determine and document participant identification and stay information. The intake shall include established consent forms that support exchange of participant information with program partners, including the data tracking partners for purposes of program analysis.
3. Orientation: Grantee shall provide new guests information and program parameters, including rules, upon entry and weekly orientation group meetings.
4. Assessment: Grantee shall conduct a support services assessment to document participant needs in order to identify options and link guests to various services for which they may be eligible.
5. Referrals and Coordination of Services: Grantee shall work with guests to encourage and support their application for and assessment regarding local benefits and services, including, but not limited to:
  - Access Point Services: Grantee shall assist and support all guests to engage with Access Points regarding Problem Solving and Coordinated Entry assessments.
  - Benefits Advocacy and Assistance: Grantee shall assist guests to obtain and/or maintain public benefits as appropriate (e.g. County Adult Assistance Program (CAAP), CalWorks, CalFresh, Social Security Income (SSI), Veterans Benefits). Benefit advocates and program representatives may be on site at times. In such cases, Grantee shall support guests to meet with these programs and keep scheduled appointments;
  - Mental health, behavioral health and treatment services;
  - Supportive programs to support an individual's independence (e.g. In-Home Support Services);
  - Employment and job-related services (e.g. Human Services Agency (HSA), Department of Public Works (DPW) and nonprofits specializing in these services);
6. Document Readiness: Grantee shall assist guests to become document ready, to obtain needed documentation to support housing options and placement, including, but not limited to uploading/providing the appropriate system with copies of the documents to avoid documents being lost or damaged.



### **Program Budget**

The annual budget for Supportive Services should be based on the staffing structure described previously (4 case managers and 1 case management supervisor). The budget should also include costs for IT equipment such as computers and phones, office supplies, and staff training costs. Please leave blank any line items in the operations budget that do not apply to your services. In addition, please complete the budget narrative for each line item you include.

Negotiations with the potential supportive services provider will occur once HSH has received responses and proposed budgets 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 Bayview Hunters Point community.
- The provider must be willing to develop Memorandum of Understanding agreements with collaborative partner providers at the site.

**Interested providers must submit the following information via email to [HSHTemporaryShelter@sfgov.org](mailto:HSHTemporaryShelter@sfgov.org) with the subject "Candlestick Safe Parking Program Interest" by 5:00pm on Friday 11/12/2021:**

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: Interested providers should submit a proposed budget, including budget narrative, attached to your response email. Please reference the Program Budget section for instructions. 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 your proposed budget.**



3. Please describe your relationship to, knowledge of and experience working with the Bayview Hunters Point community. Please also include your approach and practices in working with adults, TAY, and families of color.
  
4. Please describe the program model and supportive services you envision providing at the Safe Parking Program, and how you see these services supporting the served population.

