



Solicitation of Interest to Provide Street Ambassador Services

Overview:

The San Francisco Department of Homelessness and Supportive Housing (HSH) is seeking to fund a nonprofit agency to provide teams of Street Ambassadors who can be flexibly deployed to different corridors surrounding HSH-funded shelters and permanent supportive housing (PSH) sites. HSH is interested in funding a program that provides opportunities to persons experiencing homelessness or those who are formerly homeless.

Program Scope and Parameters:

Purpose

There are a number of existing ambassador programs in San Francisco already. This program is being launched and funded by HSH specifically to provide additional, time-limited street activation support along targeted corridors that are home to new and/or existing HSH-funded shelter and PSH sites. The teams are intended to be responsive to neighborhood concerns regarding street safety and cleanliness and to help promote community acceptance of sites serving currently and formerly homeless residents.

Scope of Services

- Provider will hire, train and supervise teams of Street Ambassadors who will be deployed to high priority geographies around San Francisco to provide street activation services.
- Provider will coordinate regularly with HSH to determine the corridors to which Ambassador teams are deployed and the duration of the deployment.
- Provider will join coordination meetings as requested by HSH with other street outreach teams, street ambassador teams and neighborhood groups.

Additional Parameters

- If the Provider directly employs its Street Ambassadors, Provider will hire at least 60% of team members through the [JobsNOW program](#) operated by the San Francisco Human Services Agency (SFHSA). There will be some level of administrative and paperwork required of the Provider to participate in JobsNOW and the Provider will need to pay JobsNOW eligible program participants up front and invoice SFHSA for reimbursement. HSH will meet with the selected Provider and SFHSA upon grant award to discuss detail of how this will work. This requirement will not apply to Providers who use a stipended internship model.
- Teams should always consist of 2 or more individuals.
- Team members should be persons experiencing homelessness or housing instability or those who are formerly homeless.
- Team members should be trained in how to summon other homelessness street response teams, 911 for emergency response, and DPW for street cleaning as needed.
- Team members should be trained in CPR and overdose prevention.

Street Ambassador Services

- HSH will define the corridors to which Ambassadors are assigned and determine the initial length of the deployment. HSH will partner with the Provider to determine when services along a particular corridor can be de-activated and teams redeployed to another area.
- Different corridors may require a street activation presence for different hours and days of the week.
- Two specific corridors in need of street activation services have already been identified as priorities for the initial launch of this program:
 - **Priority Corridor 1:** Services in this area are to begin as soon as possible following grant execution. Area overlapping the border of Supervisorial Districts 3 and 6. There are several existing/planned HSH-funded service sites in this area, including a future emergency shelter at 711 Post Street, three PSH sites (Granada Hotel at 1000 Sutter, the Post Hotel at 589 Post, and Diva Hotel at 440 Geary), and the existing Next Door homeless shelter at 1001 Polk.
 - Actual area may be adjusted during negotiation, but the area to be covered is roughly 11 blocks bounded by the following streets:
 - Hyde on the west
 - Sutter on the north
 - Mason Street on the east
 - Geary on the south
 - For the purposes of this response, HSH would like teams out on the block that is home to the 711 Post Street shelter 24/7, and in the larger surrounding area described above 7 days a week from 7 a.m. to 7 p.m.
 - **Priority Corridor 2:** Services in this area are to begin in June 2022. Area surrounding the planned new health clinic and PSH site at 1064-1068 Mission Street.
 - Actual area may be adjusted during negotiation, but the area to be covered is roughly 2 blocks bounded by the following streets:
 - Stevenson Street on the west
 - 6th Street on the north
 - Minna Street on the east
 - Angelo's Alley on the south
 - Pursuant to the terms of a legal settlement, this team will need to be on the street from 6:00 pm to 7:00 am Monday through Saturday and 7:00 am to 7:00 am Sunday to Monday.

How to Submit Interest in Being the Provider:

Provider Qualifications

- HSH is seeking a provider with at least two years of experience providing similar services.
- Provider must be a qualified City vendor.

In order to apply for this funding opportunity, please submit the following information via email to HSHTemporaryShelter@sfgov.org with the subject line "Street Ambassador SOI" by 5:00PM on March 3, 2022:



Agency Contact Information:

In the body of your email, please include your agency name, key contact personnel, email address, and contact information for the agency submitting the response to the Street Ambassador SOI.

Narrative Response:

In a Word document no longer than 5 total pages single-spaced, please answer the following questions.

1. Is your agency a City and County of San Francisco approved vendor?
2. How does your organization meet the minimum requirement of two years of experience providing similar services? Please explain your agency's experience working with marginalized populations, including people experiencing homelessness.
3. Briefly describe the days, times, and parameters of your proposed street ambassador program to cover the scope of service and parameters described above.
4. What are your program goals for the team members you recruit? Please describe how you would recruit and train team members. What trainings are provided? Please describe whether team members would be paid wages or supported with stipends? Please describe the other ways you support the team members?
5. If you have established program operational or team member guidelines, please include those with your submission (does not count toward 5-page limit).
6. Briefly describe your agency's protocol for investigating and responding to community and client complaints against staff.
7. Are your current operations already covering any part of the two priority corridors outlined above? If yes, please describe the service being provided in that area (blocks covered, hours of service) and funding source. Please explain how existing funded services would augment and not duplicate the services your agency is proposing to deliver in response to this SOI from HSH.
8. What are your program's current measures of success? Please describe the kinds of data and information your organization does/would collect related to this work? What outcomes are you looking to achieve?

Provider Concept Budget

Please provide a concept budget using the Excel document provided. Final budgets will be subject to negotiation with HSH.

- Based on the Scope of Services and Parameters outlined above, please provide a 12-month total operational budget, using the Excel budget template provided. The budget should include costs for staffing, stipends (if used), operating costs such as supplies and training, and indirect costs. Please leave blank any line items in the budget that do not apply to your services. In addition, please complete the budget narrative for each line item. Please complete separate budgets for Priority Corridor 1 and Priority Corridor 2.
- If the Provider directly employs its Street Ambassadors, Provider is required to hire at least 60% of its street team members through the [JobsNOW Program](#) operated by the San Francisco Human Services Agency. SFHSA will reimburse the Provider 100% of the wages of each eligible



employee hired through the JobsNOW Program for the first three months and 50% of the wages for the second three months. Proposed budget should:

- a. Account for the additional administrative work required to participate in JobsNOW.
- b. Calculate the anticipated JobsNOW revenue to be paid by SFHSA. (100% of wages for 60% of Ambassadors for 3 months + 50% of wages for 60% of Ambassadors for 3 months). This amount will be reimbursed directly by SFHSA and not through the HSH grant agreement.

