



SOLICITATION OF INFORMATION (SOI)

Flexible Housing Subsidy Pool (FHSP) Program for Ending Transgender Homelessness Initiative (ETH)

Questions and Clarifications

March 17, 2023

- 1. Question:** What are examples of innovative approaches for the desired service population that would be considered for funding?

Answer: For this SOI application, an innovative approach is an activity, program, method of communication, or organizational action which meets a population need or creatively fills a service gap. For example, a housing provider may be interested in making their services more accessible to undocumented individuals. Rather than advertising their services independently, perhaps this housing provider initiates a partnership with an immigration advocacy organization. In this partnership, legal advocates meeting with undocumented clients can explain the housing provider's services directly. In this situation, the housing provider finds a safe and creative way to reach potential participants.

The innovative approaches should address the unique needs of the Transgender or Gender Nonconforming (TGNC) population and strive to create a safe and inclusive environment where individuals can access the resources, they need to achieve stability and security.

- 2. Question:** What are the reporting requirements for organizations applying to be considered for funding?

Answer: Grantee(s) awarded funding through this solicitation have two sets of reporting requirements. The first concerns participant data; the second concerns financial reporting.

Participant data: Grantees must regularly enter participant information into the Online, Navigation, and Entry (ONE) System. The ONE System is a centralized data system used by all housing providers supporting those experiencing homelessness in San Francisco. Grantees must use the ONE System to record participant intake information, monitor program enrollments, and track services to which participants are connected. Sensitive information does not need to be recorded in the ONE System.

Financial Reporting: Grantees must submit monthly invoices to HSH through an online portal called CARBON. These invoices, due on the 15th of each month, track Grantee spending.

HSH conducts annual program monitoring visits. HSH will monitor Grantee(s) to ensure they have fulfilled these and other requirements.

- 3. Question:** How will the data collected from the one-system, funded organizations, and stakeholders inform the learning and evaluation goals of the project?

Answer: Data collected from the identified sources will be used to assess the progress towards achieving expected results, to spot bottlenecks in implementation, and to highlight whether there are any unintended effects (positive or negative) from the program and activities. For example, collected data can display if the program reaches the intended TGNC population. The outcomes can prompt City Departments and the agency to develop strategies to improve engagement among the target population. Data will be used to track the number of individuals housed as a result of the program and what services are being provided.

Ultimately, the data collected will support implementing the remaining HSH Ending Transgender Initiative (ETH) investment to achieve 150 long-term housing subsidies.

4. **Question:** Will funded organizations be required to participate in additional activities outside the designated scope of work? (i.e., learning sessions, commission meetings, stakeholder engagements, or formal presentations).

Answer: Grantee(s) will be required to participate in additional activities only to the extent that they directly impact the administration of the ETH Flexible Housing Subsidy Pool (FHSP) program. For example, HSH requires grantees to receive ONE System training and often arranges periodic check-ins with grantees, during which providers and HSH have an opportunity to troubleshoot challenges jointly. Additionally, the awarded grantee may be required to engage in planning and coordination meetings with City and community partners participating in the larger ETH Initiative to share information, resources, and best practices.

5. **Question:** In terms of direct client assistance, can funds be used only for housing subsidies? Or can funds also be used for move-in costs like deposit, etc.?

Answer: In addition to housing subsidies, the funding available for the ETH FHSP program can be used to support participants with a smooth transition to housing, including housing application fees, security deposit, some furniture, and moving costs.

6. **Question:** Do housing placements outside the City and County of San Francisco qualify for the population of service in the RFP?

Answer: Yes. Participants enrolled in the ETH FHSP program can live outside of San Francisco if that is their preference. However, if the participant prefers to remain in the City and County of San Francisco, the grantee(s) will help the participant identify a unit in San Francisco.

7. **Question:** Can funding be used to support the organization's capacity-building and technical assistance needs?

Answer: HSH and its City partners in the ETH Initiative are committed to supporting TGNC led community based organizations to build capacity, strengthen their services provided, and expand access to the TGNC community.

Grantee(s) can use the funding available for this SOI to cover costs that support organizational capacity building related to the delivery of FHSP services. For example, through staff professional development and training opportunities, upgrades to the organization's technology infrastructure



that will support the FHSP program, and development of property owner partnerships. The applicant should indicate the amount of funding they would like to allocate for such costs in a line item within the draft Appendix 2-Budget when submitting their SOI. This will then be negotiated with HSH prior to finalizing the final Appendix 2-Budget.

Additionally, as described in the SOI, the Department of Homelessness and Supportive Housing (HSH) is partnering with other City Departments, community based organizations serving TGNC people experiencing homelessness or at risk of homelessness, and TGNC community members to co-create the Ending Trans Homelessness Initiative. Through the larger initiative, more intensive capacity building and customized technical assistance funds to support the organizational development of TGNC-serving community-based organizations is available. Applicants to this SOI who are interested in this type of assistance should indicate this within their SOI application.

8. Question: Is there a possibility of continued funding after the two-year grant period?

Answer: Yes. The ETH FHSP program is a long-term permanent supportive housing program that provides ongoing subsidies and case management services until the participant no longer needs assistance.

9. Question: At the completion of the project, will the FHSP funding be annualized into the city budget to support the long-term needs of the population of service?

Answer: Yes, the 50 ETH FHSP slots are part of the department's ongoing base budget. This SOI describes funding for the first two years of the program. Exact funding amounts may change in future years in response to the evolving needs of this program, but subsidies will continue on an ongoing basis.

10. Question: How does this initiative envision supporting the long-term financial resilience and infrastructure needs of funded organizations at the conclusion of the grant? For example, will there be opportunities to propose new service areas or continue funding once the subsidies program portion is completed?

Answer: Multi-year funding is one of the methods to support financial resilience and infrastructure needs. The FHSP program is an ongoing permanent scattered site housing program. HSH anticipates the awarded provider will continue administering this program beyond FY24-25. Therefore, the conclusion of the grant would be at the discretion of the awarded provider or if, for some reason, the awarded provider does not meet the agreement reporting requirements identified in the grant agreement. See also the response to Question 7 above.

