



**HSH Request for Proposal (RFP) #139 San Francisco Homeless Outreach Teams (SFHOT) Services
ADDENDUM #2
Issue Date: April 28, 2023**

San Francisco Department of Homelessness and Supportive Housing
Addendum #2
to
RFP #139 San Francisco Homeless Outreach (SFHOT) Services

The following Sections have been modified to read as shown below. All information provided herein is considered to be fully incorporated into this Request for Proposal (RFP). All other terms and conditions remain the same.

Changes are indicated by the following formatting:

- All deleted language will be marked with a ~~strikethrough~~.
- All new language will be **highlighted in yellow**.

I. RFP

- Section II. Background on page 9: Information below added:
SFHOT staff will be able to utilize City office space at 555 Stevenson. The space will be shared among SFHOT staff, HSH staff, and DPH staff including the HSH Clinical Supervisor. SFHOT staff will have cubicles and office spaces equipped with desks, office chairs, desktops, monitors, and keyboards as well as internet access, printers, filing cabinets, and shared meeting and breakroom spaces.
- Section VI. Outcomes and Objectives B. Case Management Services on page 17: Outcomes and objectives have been updated below.
B. Case Management Services
 - a. Engage at least 250 participants in Case Management Services annually as verified by the ONE System enrollments.
 - b. Ensure 100 percent of all participants receiving Case Management Services satisfy PATH program eligibility criteria.
 - c. Ensure that Case Managers contact 90 percent of participants on their caseload at least once per week and document their efforts in the ONE System.
 - d. Ensure that, upon closing a client's Case Management Services, at least 90 percent of all participants have a complete and well-organized file, including intake documents, signed releases, services plan, and a closing note.
 - ~~e. Ensure that 100 percent of all participants receiving Case Management Services are referred to medical care, mental health care, substance use support, or ancillary health services.~~
 - ~~i. 80 percent of clients referred will have connected as verified by ONE Services.~~



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- e. Ensure that 100 percent of all participants who received Case Management services and exit are referred to medical care, mental health care, substance use support, or ancillary health services and 80 percent will have connected as verified by ONE Services.
- f. Ensure that at least 80 percent of all participants who received Case Management services and exit will Case Managed clients enroll in, maintain, or increase income (if eligible) via benefits such as County Adult Assistance Program (CAAP), Supplemental Security Income (SSI), CalFresh or employment as verified by the ONE System.
- ~~g. Ensure at least 80 percent of all participants receiving Case Management Services obtain health insurance.~~
- g. Ensure that at least 80 percent of all participants who received Case Management services and exit obtain health insurance.
- h. Ensure at least 80 percent of all participants receiving Case Management Services and enrolled in housing remain in housing for at least 30 days.
- i. Ensure that at least 80 percent of all participants who received Case Managed and exit obtain participants are “document ready” to move into housing within 90 days.
- j. Ensure that at least ~~80~~ 60 percent of all case managed participants are successfully placed into ~~shelter~~ or housing or have a successful problem-solving resolution within ~~90~~ 180 days.
- k. Ensure that 50 percent of all participants receiving Case Management services are enrolled in shelter at a given point in time; verified quarterly by ONE shelter or crisis intervention enrollments (subject to availability).