



Solicitation of Interest (SOI)
Adult Shallow Subsidy Housing Program
Family Shallow Subsidy Housing Program
Questions and Clarifications
January 18, 2024

- 1. Question: On page 4 of the SOI Application Template for the Shallow Subsidy Program, the following question is included (see screenshot). Can you confirm that:
a. The "Plan for Collaboration" question on page 4 includes the sub-questions shown (2.3, 2.4, and 2.5)?
b. The total word limit of 500 words applies to all three questions combined?
c. This set of questions is only applicable for multiple agencies applying together?

Plan for Collaboration (if applicable) - For Multiple Agencies Only (up to 500 words)

2.3. Describe the applicant's experience operating a scattered site housing model or the provision of similar services such as housing focused case management and retention services, rental property acquisition, landlord engagement, and liaison services to low-income San Franciscans

[Empty text box for question 2.3]

2.4. Please describe how the applicant administers a racial equity-based, culturally responsive, housing first, and trauma-informed approach.

[Empty text box for question 2.4]

2.5. Please confirm if there are any limitations to the applicant's ability to start services as of May 2024.

[Empty text box for question 2.5]

Answer:

- a. No, this is a separate question that needs to be answered below the question. The updated version on the Department of Homelessness and Supportive Housing (HSH) procurement page includes a text box below the question.
b. No, the 500-word limit applies to each individual question.
c. No, all agencies should answer this question. The "Plan for Collaboration" question is for agencies that are applying together. Agencies that are applying as the sole applicants do not need to complete that one section but do need to complete 2.3, 2.4, and 2.5.
2. Question: Is this a current contract held by a Community Based Organization?

Answer: The shallow subsidy housing program will be a new program funded through HSH. The agreement is currently not held by any community based organization.

- 3. Question: Are there Income Eligibility Requirements?

Answer: Yes, there will be income eligibility requirements. San Francisco has yet to determined what the specific income requirements will be. Targeting households between 30-40% Area Median Income (AMI) aims to bridge the gap towards achieving income above 50% AMI. By providing temporary financial support, it enables participating households to enhance their earning capacity during the subsidy period. The goal is to empower them to reach a more sustainable income level, ultimately reducing the risk of rent burden and fostering greater financial stability. HSH will collaborate with the community and internally to determine specific eligibility requirements.

4. **Question:** Please confirm that Funding is only for current homeless or those who have previously been homeless? It is not for those at risk of becoming homeless per “homeless or at risk of returning to a state of homelessness”.

Answer: The shallow subsidy program will serve adult and family households experiencing homelessness and at risk of returning to homelessness. At risk of returning to homelessness is defined as individuals and families who have previously been classified as homeless within the Homelessness Response System but are not currently homeless as a result of homeless assistance (financial assistance or services), temporary rental assistance, or some type of other assistance, and loss of such assistance would result in a return to homelessness or the family having a high risk of housing instability. Examples of households that may fall into this category include, but are not limited to, participants in rapid rehousing and permanent supportive housing. Individuals losing their primary nighttime residence, including a motel or hotel or a doubled-up situation, within 14 days and lacking resources or support networks to remain in housing will also be eligible. This program is not offered to households at risk of homelessness as defined by the Department of Housing and Urban Development (HUD).

5. **Question:** Housing location and landlord liaison services can be quite time consuming and even with “Light” case management a 1:60 is an extremely heavy load. Can we propose a lower case load while staying within the budget?

Answer: The shallow subsidy housing program is designed for households who would achieve stability if they could afford their rent. By addressing the affordability barrier, it aims to empower participating households to maintain housing stability, contributing to their overall ability to stabilize in housing and financial well-being. The administering agency must maintain a minimum 1:60 caseload to meet the service requirement outlined in the solicitation. If the applying agency would like to structure its program differently, it may do so while staying within the budget.

6. **Question:** Will the provider be able to assess and determine whether the referrals received from Coordinated Entry (and other official referring entity) are ready/appropriate for the service? If a referral is not ready for housing, are we able to provide other remedial services instead towards that end? And will that count towards the contract deliverables? Or, will the provider be required to facilitate the subsidy support?

Answer: San Francisco’s Coordinated Entry System and the designated referring agency will review eligibility criteria before referring the household to ensure referral criteria are met. If the referring household needs additional support, contracted scattered site housing program partners are required to provide referrals to other resources and support with barrier removal outlined in the scope of services. Therefore, the administering agency will be required to provide other remedial services within that context. If the administering agency has concerns regarding the household’s stability, HSH will collaborate to determine if there is a more appropriate housing resource.



7. **Question:** In addition to receiving referrals from Coordinated Entry (and any other City approved/established referring entity), will the provider be able to refer (upstream) for this service and include some of their own eligible clients in this opportunity?

Answer: San Francisco's Coordinated Entry System and the designated referring agency will make referrals. Internal direct referrals from the administrating agency will not be permitted unless the household moves through the general referral policy and process.

8. **Question:** Some of the budget figures for the projects are unclear for each of the subsidy populations in the SOI's overall. The narrative description figures do not add up to the description and those do not add up to what is reflected on the table. Are you able to clarify?

Answer: Please see the additional budget context below.

Adult Shallow Subsidies Budget: The total budget for 14 months is \$1,187,110.00. Cell AK49 in the Summary tabs reflects this amount. This amount is for FY23-24 and FY24-25 (14 months). The budget for May-June 2024 is \$82,142.00. Cell G31 reflects this amount in the summary tab. The FY24-25 budget is \$1,104,968.00. Cell J31 reflects this amount in the summary tab. The first year sees a significant reduction due to the prorated service period and the number of households served.

HSH determines an amount that will support direct client assistance. This funding is not subject to indirect. This funding aims to address the needs of the households being served directly. Direct client assistance could include, but is not limited to, monthly rental subsidies, move-in costs, furniture payments, and utility arrears. HSH determined \$35,338.00 and \$692,513.00 will be associated with direct client assistance. In the operating detail tab, cells D71 and G71, reflect these amounts. The remaining balance of \$46,804.00 and \$412,455.00 should be allocated towards staff and operations. In the summary tabs, cells G50 and J50, reflect these amounts. You will see these amounts highlighted in red on the summary tabs. That is because this amount has yet to be allocated throughout the budget. When the budget is balanced, those cells will turn white and have no amount remaining. If the cell has an amount with parentheses around it, that informs you that the allocated budget is over the funding amount.

Family Shallow Subsidies Budget: The available budget for 14 months, May- June 2024 and July 2024- June 2025, is \$1,513,559.00. Cell AK49 in the Summary tabs reflects this amount.

The budget for May-June 2024 is \$94,879.00. Cell G31 in the summary tab reflects this amount. The FY24-25 budget is \$1,418,680.00. Cell J31 in the summary tab reflects this amount. The first year sees a significant reduction due to the prorated service period and the number of households served. Also, the family budget is higher than the adult budget due to the maximum subsidy amount per household.

HSH determines an amount that will support direct client assistance. This funding is not subject to indirect. This funding aims to meet the needs directly with the household being served. Direct client assistance includes but is not limited to rental subsidies, move-in costs, furniture payments, and utility arrears. HSH determined that direct client assistance will be associated



with \$48,075.00 and \$1,006,225.00. In the operating detail tab, cells D71 and G71 reflect these amounts. The remaining balance of \$46,804.00 and \$412,455.00 should be allocated towards staff and operations. In the summary tabs, cells G50 and J50 reflect these amounts. You will see these amounts highlighted in red on the summary tabs. This is because the amount has yet to be allocated throughout the budget. When the budget is balanced, those cells will turn white and have no amount remaining, and if the cell has an amount with parentheses around it, that informs you that the allocated budget is over the funding amount.

Budget Narrative Overview: The budget narrative explains and justifies why an agency has allocated a certain amount to that line item. In cells B and C2, an applicant can select fiscal year dropdown options. All associated tabs will adjust and automatically update the fiscal year numbers to the appropriate cells and columns. The applicant must independently complete the justification, calculation, and employee name sections.

Concept Budget Note: Please note that the concept budget is an example. An applicant does NOT have to utilize that staffing structure, program allocation, or budget narrative. Providers should shape the budget to support their organizational structure, goals, and strategy within the scope of the services outlined within the Solicitation of Interest.

