

# 42873 - 23/24

Posted July 19, 2023 - 16:56 by [rachel.garcia](#)

## Type of Approval and Title

**Type of Approval:** REGULAR**Omit Posting:** no**Auto Generated PSC:** 42873 - 23/24**I need to recreate and existing PSC:** no

## PSC Part 1

**Notes from PSC Administrator:****Withdraw PSC:** Not withdrawn**Postpone PSC:** Not Postponed**PSC Coordinator initiated status (NOTE: Expedited PSC REQUIRE Union Notification):** Ready for Review by DHR**THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT :** THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT**DHR Approval State:** Initial**Date:** July 19, 2023**Department Name:** DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING -- HOM**Dept Designation (FAMIS):** HOM**Dept Coordinator:** [Monique Colon](#)**Type of Service:** Outreach**Category of Service:** Public Welfare & Education**Type Of Request:** Initial Request**NOTE:** If this is a modification to an existing PSC, please [follow this link to find the original PSC request number](#). If you cannot find the original PSC, you must enter the original PSC into the system before you can submit a modification.**PSC Estimated Start Date:** December 1, 2023**PSC Estimated End Date:** November 30, 2028**Display duration?:** display duration instead of start and end date**For all PSCs if the duration requested is 5 years or more, an explanation is required- historical PSC required:** The additional time in the PSC duration is slightly over 5 years to allow for processing the contract award. The contract will have a 5-year term.**If the request is for 5 years or more, please upload explanation:****PSC Amount:** \$44000000.00**Funding Source:** Various - General Fund, PATH, Work Order**PSC Coordinator Address for PSC Form Line 1:** 440 Turk Street**PSC Coordinator Address For PSC Form Line 2:** San Francisco, CA 94012**Contract ID:** TBD

## PSC Part 2

**Link to Additional Document or Link to Previous Database PSC:****Upload prior or similar approved PSC:** [PSC 2000.0304 Approved](#)**Concise Description of Proposed Work:**

The purpose of San Francisco Homeless Outreach Team (SFHOT) services is to provide a comprehensive community response, street outreach, special projects, and case management services to unsheltered adults, youth, and families experiencing acute homelessness throughout San Francisco. Contractor will provide field-based outreach services to support and engage unsheltered individuals in accessing shelter, housing, and other City services, as well as distribute resources, provide referrals and support with linkages to benefits, medical services, mental health services, and support individuals in housing navigation. SFHOT services

are provided Citywide in collaboration with various City departments including Department of Public Health, Department of Emergency Management, Police Department, Fire Department, Municipal Transportation Agency Parking Enforcement, and Recreation and Parks Department.

**If RFP is available on the web, please enter link info:** [RFP #139 San Francisco Homeless Outreach Team Services](#)

**OR Upload RFP:**

**Explain why this service is necessary and the consequences of denial:** SFHOT services are the front door to San Francisco's Homelessness Response System and support unsheltered individuals in accessing supportive housing and support services. Inability to contract for SFHOT services would prevent HSH and the City from providing necessary services to vulnerable populations and restrict access to resources that deescalate crises.

**Explain how this service has been provided in the past (if this service was previously approved by the Civil Service Commission):** SFHOT services are currently being provided through a contract previously awarded via RFP 8-2014 administered by the Department of Public Health. The resulting agreements were authorized by the Civil Service Commission through PSC #2000-03/04. These services transitioned to HSH in FY16-17. HSH is requesting its own PSC authority to create a new contract for SFHOT services following the release of RFP #139 - SFHOT Services.

**Will the contract(s) be renewed?:** The new contract will have a five-year initial term with the option to extend for an additional five years, for a total of 10 years. Renewal is based on funding availability and Contractor performance.

**Specify required skills and/or expertise:** At least five years of experience and expertise working with individuals experiencing homelessness, including those with substance use disorder, behavioral health issues, disabilities, individuals accessing social services or support services, older adults, LGBTQ+ persons, Transitional Age Youth, and families. As well five years' experience providing Case Management services including linkage and referral to services such as behavioral health services, medical services, and/or assisting clients in housing navigation. The Contractor must be able to quickly pivot priorities and activate Emergency Response Teams within 24 hours of HSH activating an emergency protocol.

**Which, if any, civil service class normally performs this work?:** 2587

**What efforts has the department made to obtain these services through available resources within the City?:** HSH has not made efforts to obtain these services through the City due to the various funding sources including grant funding, annual renewal of dollars is not guaranteed and may fluctuate. Services require specialized skills including expertise and experience working with individuals experiencing chronic homelessness. SFHOT Case Managers are cross trained in case management services and outreach services as they may also be required to provide outreach services in the community. Individuals served through SFHOT services will be more responsive and more likely to utilize services if the program is administered by familiar and trusted community-based organizations. Additionally, SFHOT Case Managers and Outreach Workers must have flexibility and capacity to activate Emergency Response Teams within 24 hours of HSH activating an emergency protocol.

**Select Unions to Notify (use CTRL/click to select multiple unions):** SEIU Local 1021

**email union list:** jtanner940@aol.com

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max.porter@seiu1021.org

SF-DHR-Info@seiu1021.org

cade.crowell@seiu1021.org

**Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain::** No

**Explain why civil service classes are not applicable:** Due to fluctuations in the availability of funding sources and funding amounts, it is impractical to create new civil service classes the various funding sources including grant funding, annual renewal of dollars is not guaranteed and may fluctuate. Services require specialized skills including expertise and experience working with and providing case management and outreach services to individuals experiencing chronic homelessness and the service provider must have the capacity to activate Emergency Response Teams within 24 hours of HSH activating an emergency activation protocol. SFHOT Case Managers are cross trained in case management services and outreach services as they also provide outreach services in the community. Individuals served through SFHOT services will be more responsive and more likely to utilize services if the program is administered by familiar and trusted community-based organizations.

**Would it be practical to adopt a new civil service class to perform this work? Explain:** No as funding sources vary and renewal of dollars is not guaranteed and may fluctuate. Additionally, SFHOT Case Managers and Outreach Workers require specialized skills and capacity to activate Emergency Response Teams within 24 hours and must be cross trained to best serve the community.

**Name and contact information for the project manager/lead of this proposed work:** Umecke Cannariato, Director of Outreach and Temporary Shelter  
Umecke.Cannariato@sfgov.org

**Will the contractor directly supervise City and County employees?:** no

**Will the contractor train employees? If so, please explain what that will entail; if not, explain why not.:** no

**Describe Training including number of hours. Indicate occupational type of employees. If no training, please explain:** None. There are no Civil Service Classifications that have the qualifications listed to perform this work.

**Is there a plan to transition this work back to the City? Please explain why or why not - historical PSC please answer.:** No, as this work is funded by various funding sources and renewal of such dollars is not guaranteed and may fluctuate.

**What support will the department provide to help build internal capacity to do this work? -historical PSC, please answer:** None as this work is funded by various funding sources and renewal of such dollars is not guaranteed and may fluctuate.

**Are there legal mandates requiring the use of contractual services?:** no

**Are there federal or state grant requirements regarding the use of contractual services?:** no

**Has a board or commission determined that contracting is the most effective way to provide this service?:** no

**Will the proposed work be completed by a contractor that has a current personal services contract with your department:** no

**Any Additional Documents:**

 [Receipt of Union Notice](#)

### PSC Part 3

For historical PSCs, please answer the questions to the best of your ability.

**Reason for Request:** Cases where future funding is so uncertain that the establishment of new civil service positions, classes or programs is not feasible (including situations where there is grant funding).

**You must explain the qualifying circumstances - please include all items checked in your explanation.:** Individuals served through SFHOT services will be more responsive and more likely to utilize services if the program is administered by familiar and trusted community-based organizations. SFHOT services are funded through various funding sources including McKinney Projects for Assistance in Transition from Homelessness (PATH) and funding via work orders from other departments. As a result, funding may vary and the establishment of a new civil service position, class, or program is not feasible.

**Is there a plan to transition this work back to the City? If so, please explain. If not, explain why not:** No. SFHOT services funding may vary and annual renewal of funding is uncertain which makes it unfeasible to utilize City employees to provide services. Additionally, the experience and collaborations required to provide SFHOT services are critical to the success of the program.

**Dept Coordinator Email:** monique.colon@sfgov.org

**Other:** off

**Date Stamp Ready for DHR :** September 19, 2023

**Date Stamp for Union Notification:** July 19, 2023

### Link to create PDF Forms

[Open PSC Form 1 to View Prior to Submitting](#)

[New Form 1](#)