



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

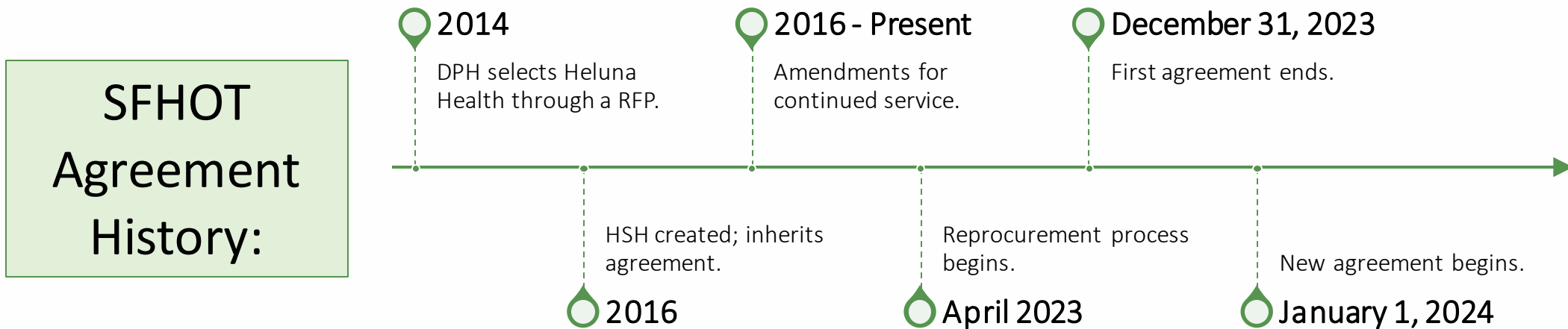
# Heluna Health: SF Homeless Outreach Team Contract Agreement

Government Audit and Oversight Committee | December 7, 2023



# Proposed Agreement Details

- **Resolution:** Approve the **contract agreement** between HSH and **Heluna Health** for the **San Francisco Homeless Outreach Team (SFHOT)**.
- **Term:** January 1, 2024 – June 30, 2027 | **Amount:** **\$36,897,380**



# Program Services & Context

- HOT connects people experiencing unsheltered homelessness with resources.
  - Focus: build **trust** and **relationships**.
- Services provided by Heluna Health:
  - **Street outreach**
  - **Case management**
  - Staffing **Street Crisis Response Team** and collaborate with other multidisciplinary teams
  - **Coordinated Entry Access Partner**

People served  
in FY 2022-23

3,650 unique clients  
served

40,919 encounters

78 clients in case  
management

1,829 clients placed  
in shelter



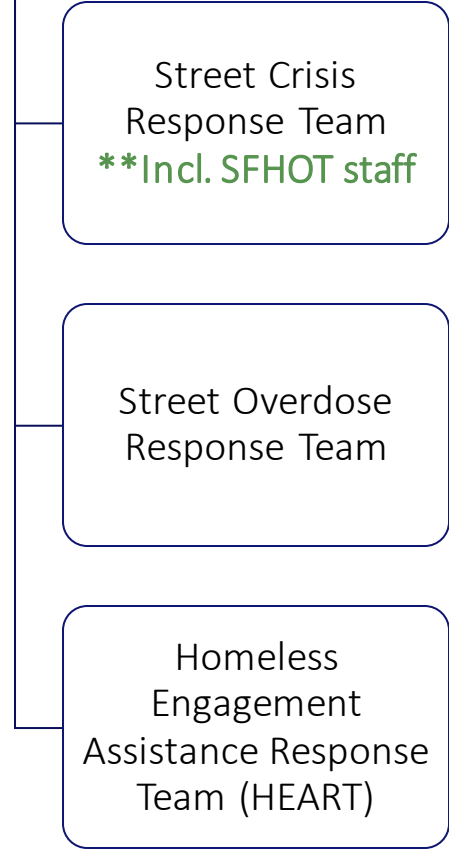
# Citywide Street Response System

## Outreach & Follow Up Teams

San Francisco Homeless Outreach Team (SFHOT) HSH	EMS-6 Fire, HSH, DPH	Street Medicine DPH	Post Overdose Engagement Team (POET) DPH	Office of Coordinated Care (OCC) DPH	BEST Neighborhoods DPH
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Healthy Streets Operations Center coordinates encampment resolutions.

## Dispatched Teams



# HOT Staffing

- **76 FTE:** increase of 4.2 FTE from the last agreement to meet needs of unsheltered clients and effectively partner with city street response teams.

Position	FTE
Outreach staff (all levels)	47.8
Case managers (all levels)	19.2
Program support	9.0
Subcontractor FTE (Code Tenderloin)	3.5 (outreach)

# SFHOT Staffing Plan

- **Recommendation 4.4** in the San Francisco Street Teams BLA Performance Audit: HSH should work with Heluna Health leadership to develop a **SFHOT team hiring plan**.
  - Plan developed and submitted to HSH in November 2023.
- **Key new strategies** to improve retention and reduce vacancies:
  - New **subcontract with Code Tenderloin**.
  - Doubling down on traditional posting by using **paid postings** and ensuring the term "**SFHOT**" is featured in the title.
  - **Deepening existing partnerships** (colleges, First Source) & creating **new partnerships** with Code Tenderloin, LGBT Center, the Latino Task Force and the Latino Network.
  - Use additional **Heluna Health headquarters administrative support** to help with in person recruitment events and job fairs, on top of dedicated HR generalist.
  - **Subcontract with a consultant** for improved employee engagement/retention.



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# Questions?

Thank you!